verizon

User Guide

NOKIA
LUMIA 822

Verizon Nokia Lumia 822

Safety

Read these simple guidelines. Not following them may be dangerous or illegal. For further information, read the complete user guide.

Switch off in Restricted Areas

Switch the device off when mobile phone use is not allowed or when it may cause interference or danger, for example, in aircraft, in hospitals or near medical equipment, fuel, chemicals, or blasting areas. Obey all instructions in restricted areas.

Road Safety Comes First

Obey all local laws. Always keep your hands free to operate the vehicle while driving. Your first consideration while driving should be road safety.

Interference

All wireless devices may be susceptible to interference, which could affect performance.

Qualified Service

Only qualified personnel may install or repair this product.

Batteries, Chargers, and other Accessories

Use only batteries, chargers, and other accessories approved for use with this device. Do not connect incompatible products.

Keep your Device dry

Your device is not water-resistant. Keep it dry.

Glass Parts

The device screen is made of glass. This glass can break if the device is dropped on a hard surface or receives a substantial impact. If the glass breaks, do not touch the glass parts of the device or attempt to remove the broken glass from the device. Stop using the device until the glass is replaced by qualified service personnel.

Protect your Hearing

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the speakerphone is in use.

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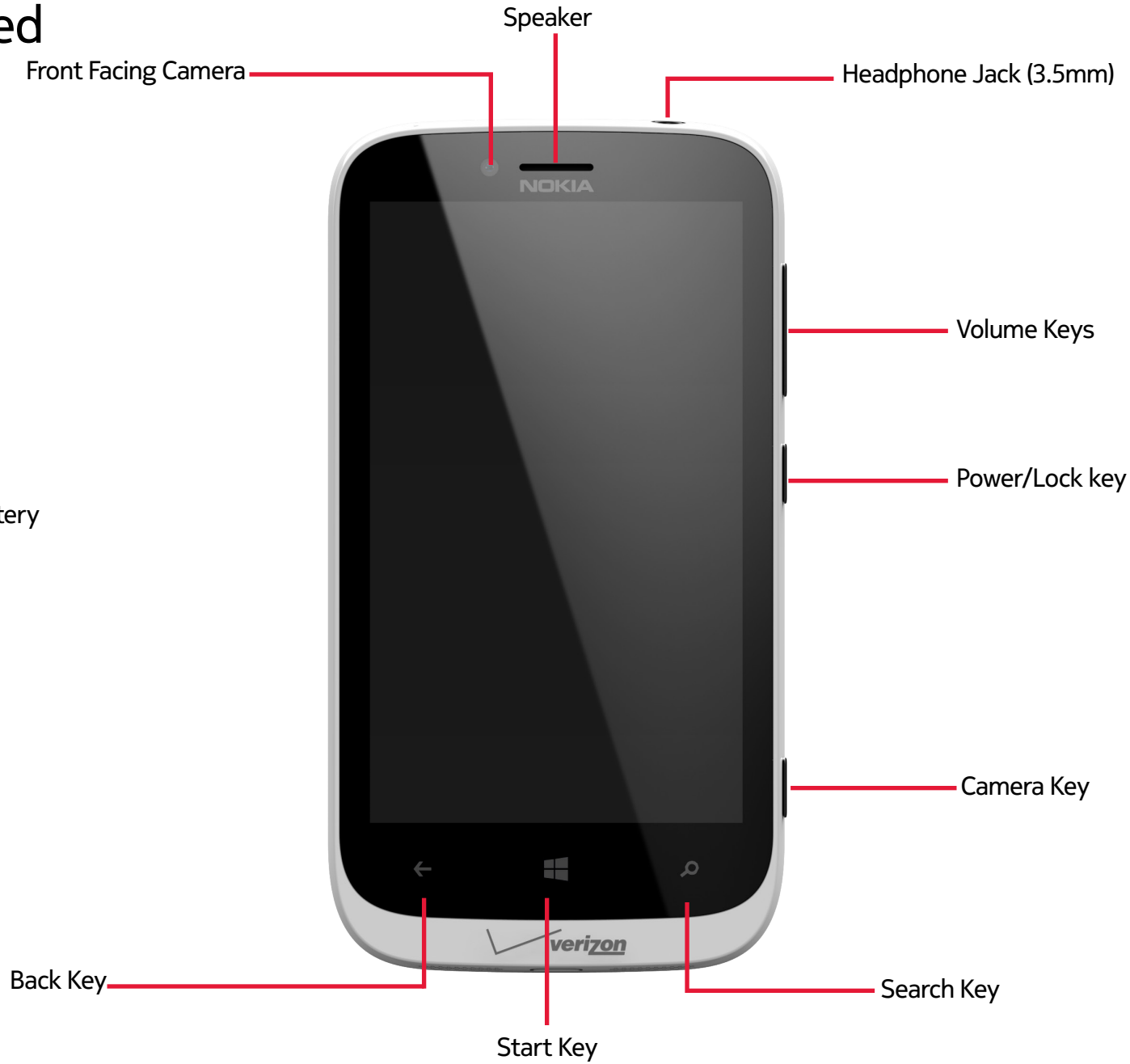
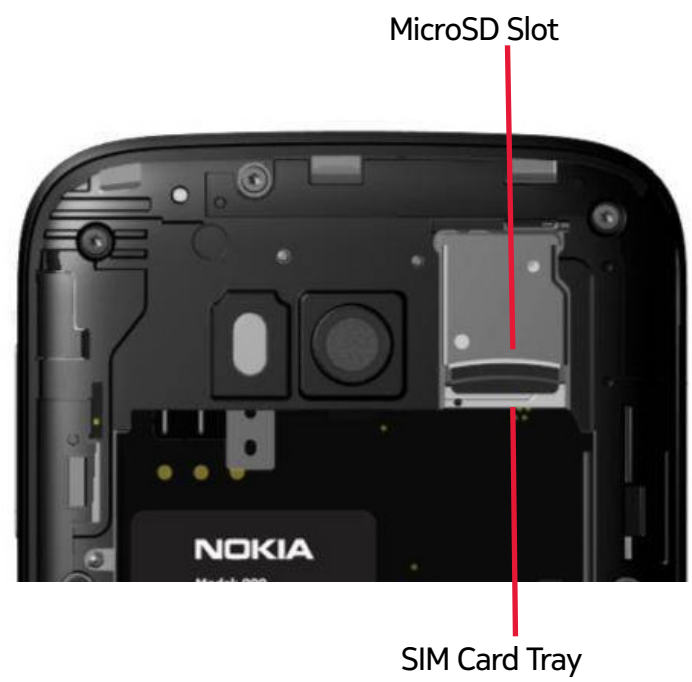
Get Started

This section covers:

- keys and parts
- charging the battery
- access codes

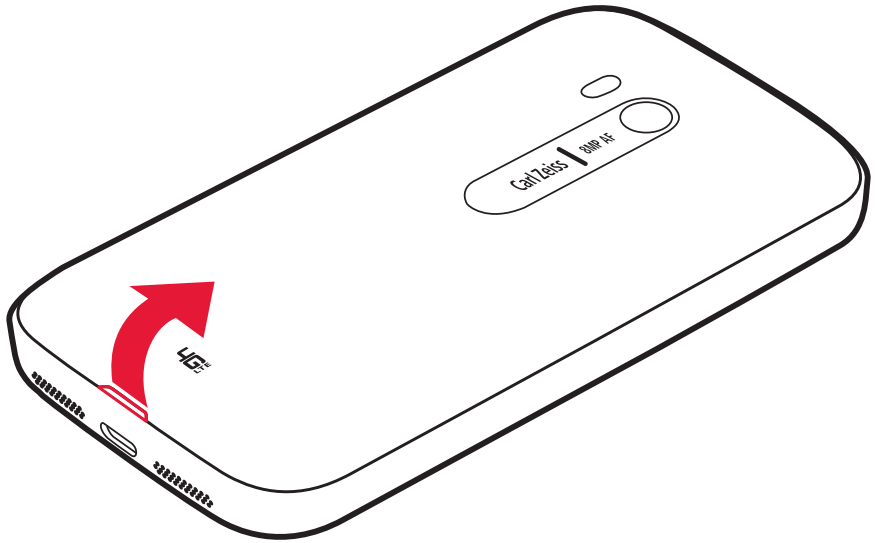


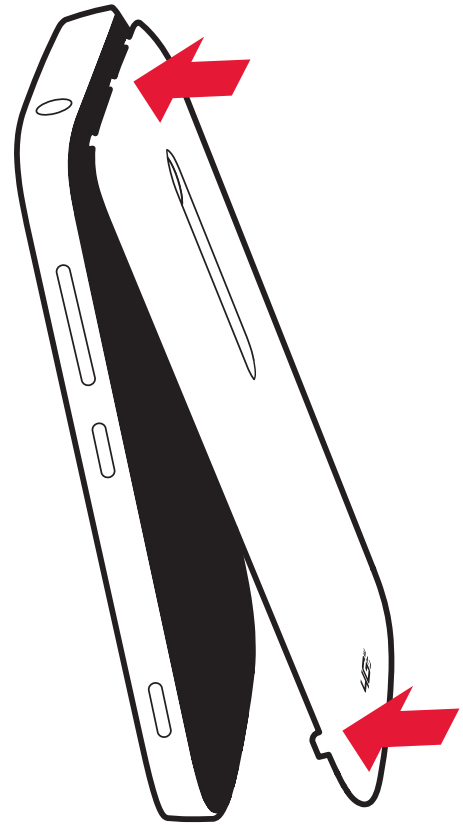
Keys and parts



Remove the back cover

Insert your fingertip into the groove at the bottom of the phone, and gently lift up the cover to remove.



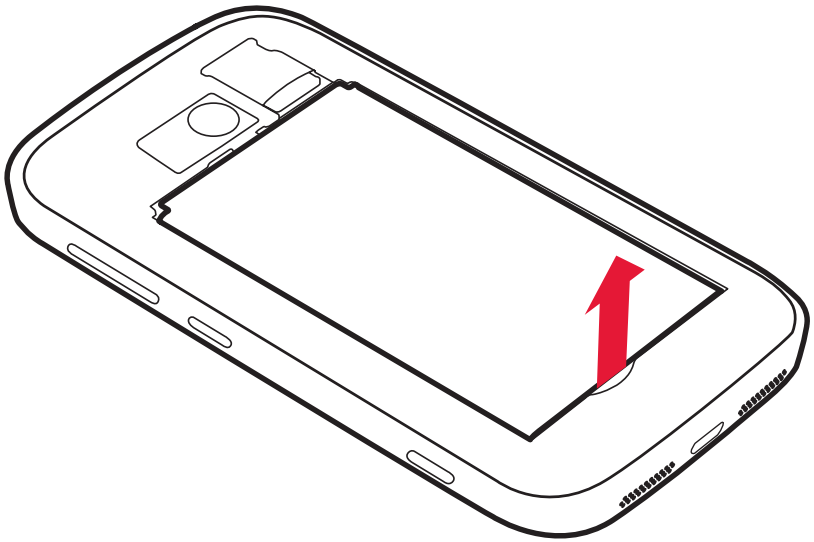


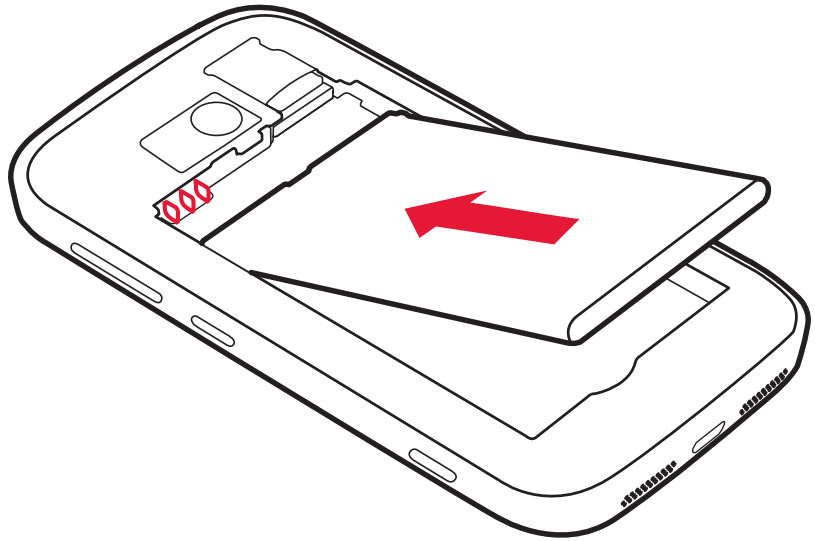
Replace the back cover

Replace the back cover by inserting the top of the cover and pressing downward on the sides and bottom until it clicks to place.

Remove the battery

1. With the phone powered off, remove the back cover.
2. Use the fingertip cutout at the bottom of the battery compartment to lift the battery out.





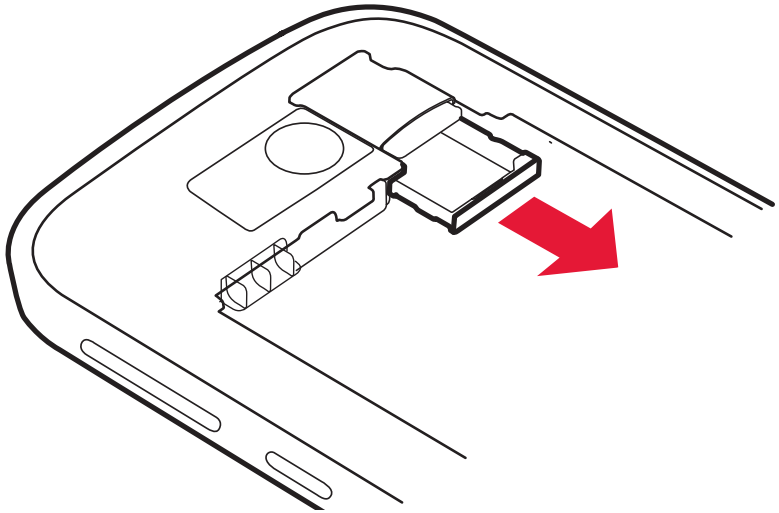
Insert the battery

Line up the battery contacts with the terminals in the battery compartment, and push the battery down until it clicks into place.

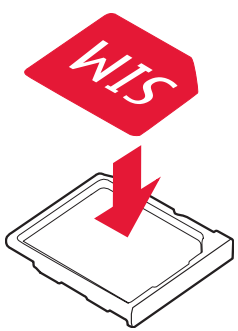
Insert the SIM card

Your phone uses a SIM card, also known as a mini-UICC card.

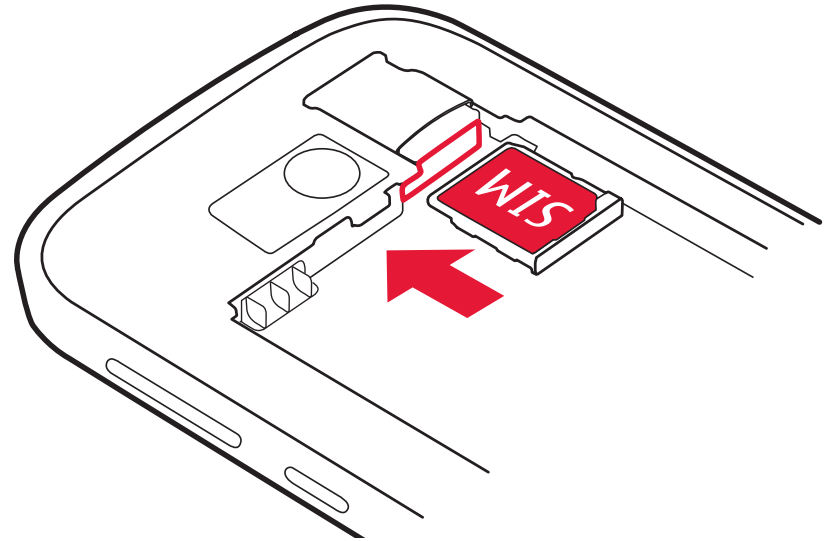
Do not put stickers on your SIM card.



1. With the phone powered off, remove the back cover and battery. Pull the SIM card tray out.



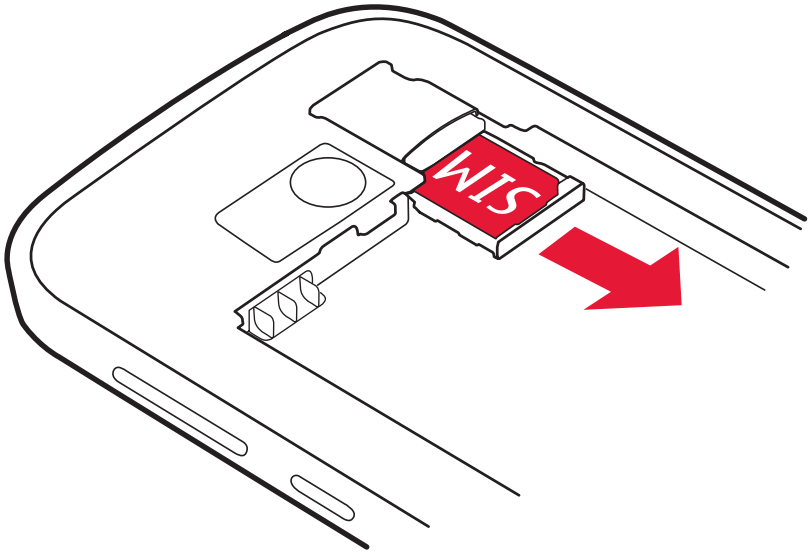
2. Insert the SIM card with the contacts facing down, into the tray.



3. With the SIM in place, slide the tray back into place until fully inserted.

Remove the SIM card

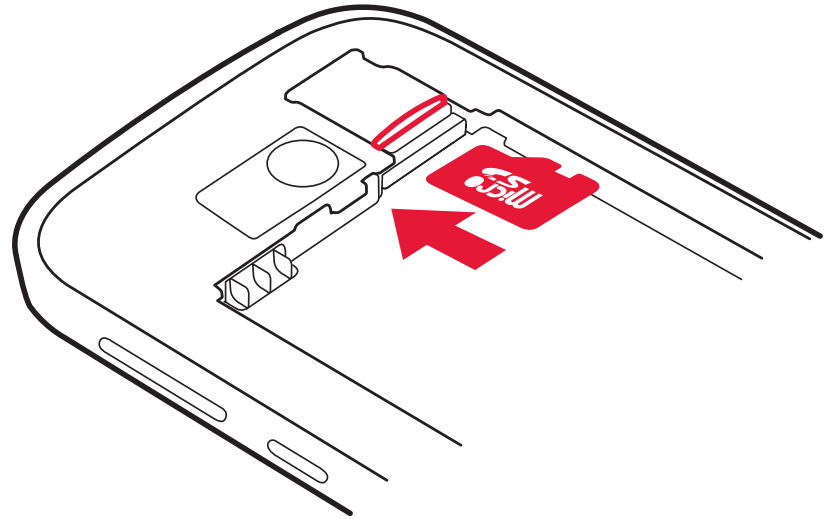
1. With the phone powered off, remove the back cover and battery.
2. Slide the SIM card tray out, and lift the SIM card from the tray.



A Subscriber Identity Module (SIM Card) is a “smartcard” that houses personal information, such as your mobile phone number, calling plan, account information, and content, such as contacts, text messages, and call history

The Verizon Wireless 4G SIM Card is compatible with any Verizon Wireless 4G certified device. You can move the 4G SIM Card from one device to another and your wireless service will work seamlessly as long as you have a compatible device and service plan.

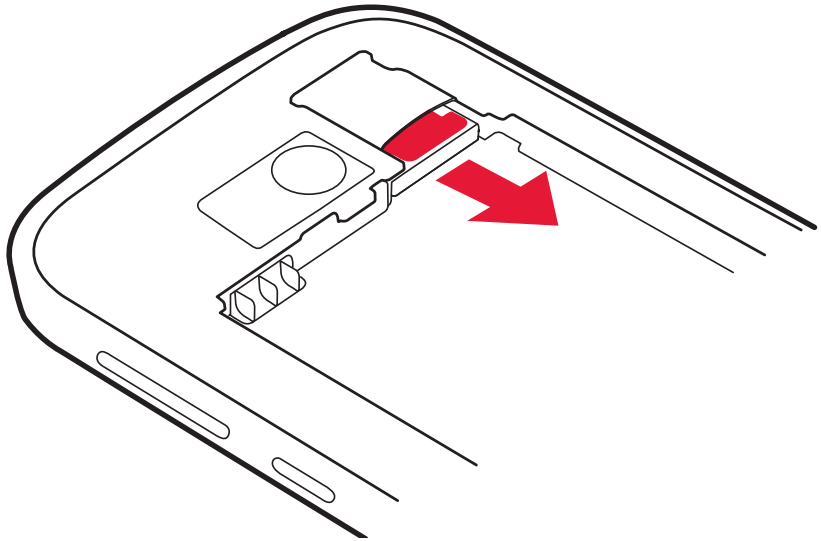
To see which devices are compatible with the Verizon Wireless 4G SIM Card, visit **verizonwireless.com/certifieddevice**.



Insert the memory card

1. With the phone powered off, remove the back cover and battery.
2. Insert the MicroSD card into the slot above the SIM card tray, and slide into place until fully inserted.

The MicroSD card is sold separately.



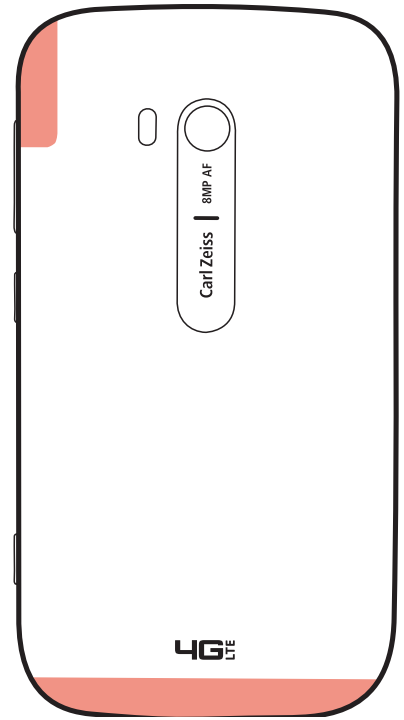
Remove the memory card

1. With the phone powered off, remove the back cover and battery.
2. Gently pull the MicroSD card out to remove it.

Antenna locations

Avoid touching the antenna area while the antenna is in use. Contact with antennas affects the communication quality and may reduce battery life due to higher power level during operation.

The antenna areas are highlighted.



About the battery

Your phone has a removable, rechargeable battery. Use only approved chargers designated for this phone. You can also use a compatible USB cable to charge your phone.

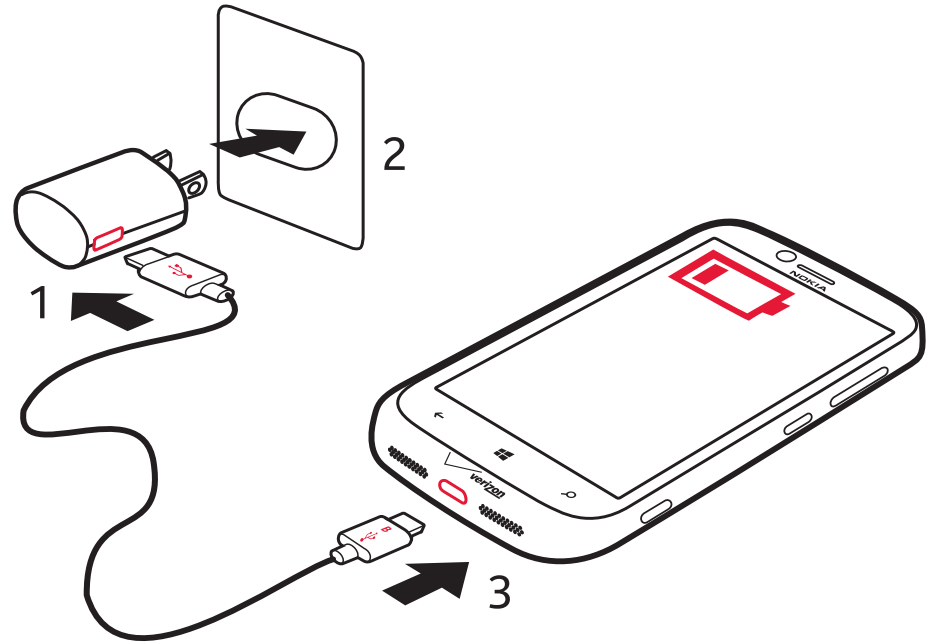
You can set your phone to automatically save power when the battery charge level is low.

From the start screen, swipe left and tap **Settings** > **battery saver** > **On** .

When your phone goes into battery saver mode, you may not be able to change the settings of all apps.

Important:

Only qualified personnel or an authorized service facility should replace the battery. Unauthorized battery replacement may invalidate your warranty.



Charge the battery

Your battery has been partially charged at the factory, but you may need to recharge it before you can switch on your phone for the first time.

If your phone is off when you start to charge the phone, it automatically switches on.

Make sure you use a compatible USB charger to charge your phone.

If the phone indicates a low charge , do the following:

1. Connect the USB cable to the power adapter.
2. Connect the power adapter to an electrical outlet.
3. Connect the small end of the USB cable to the Micro USB Charging Port your phone.

When the battery is full, disconnect the USB cable from the phone, and then from the electrical outlet.

To avoid breaking the charger connector, be careful when connecting or disconnecting the USB cable.

When the battery is fully charged, the battery indicator in the top right corner of the screen shows the charge is complete .

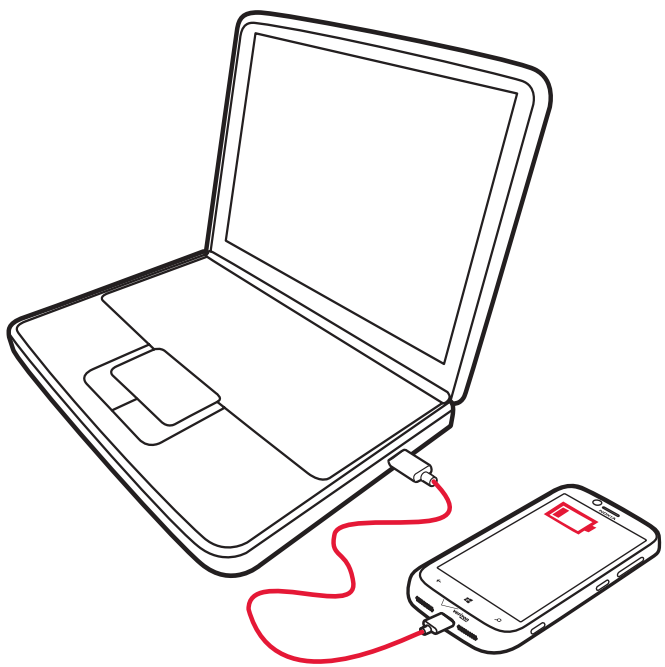
Charge from a computer

You can use USB charging when an electrical outlet is not available. Data can be transferred while charging the device. The efficiency of USB charging power varies significantly, and it may take a long time for charging to start and the device to start functioning.

1. First connect the USB cable to the computer, then to your phone.
2. When the battery is full, first unplug the USB cable from your phone, then from the computer.

If the battery is completely discharged, it may take several minutes before the charging indicator is displayed or before any calls can be made.

If the battery has not been used for a long time, to begin charging, you may need to connect the charger, then disconnect and reconnect it.

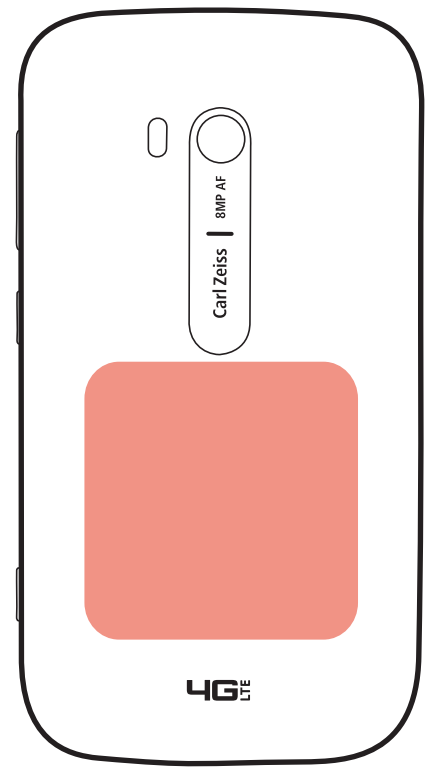


Charge your phone with a wireless charger

Your phone supports Qi, the global standard for wireless charging, and is compatible with any Qi wireless charger. The charging areas on the phone and the charger need to touch, so all phone models may not fit all chargers.

In order to charge wirelessly, NFC must be enabled on your phone, and a compatible wireless charging pad and back cover (sold separately) are needed.

The charging area is highlighted.



For more information on wireless charging, see the user guide of your wireless charger.

Prolong battery life

If it seems you're always looking for a charger, there are steps you can take to reduce the power consumption of your phone. The key is to find the balance between getting the most out of your phone while getting the battery life you need.

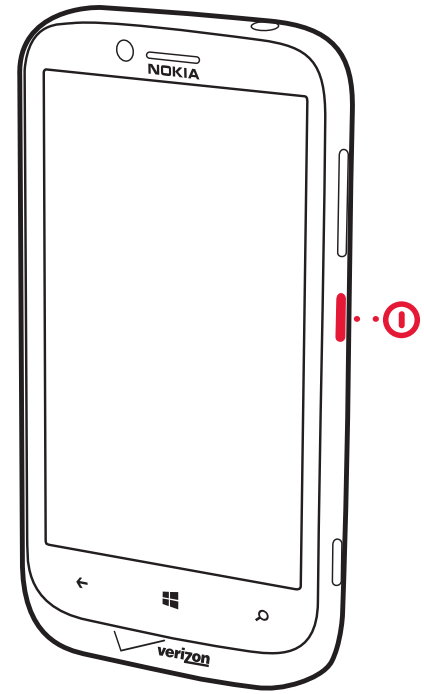
- Always charge the battery fully.
- Close the apps you're not using.

Example: The camera viewfinder can be a power drain, so after you've finished taking photos, press ← .

- Switch battery saver mode on.
- Mute unnecessary tones, such as key tones.
- Use wired headphones, rather than the speakerphone.
- Change the length of the time-out period after which the phone display powers off.

Tip:

To check the battery status, and switch battery saver mode on, on the start screen, swipe left and tap **Settings** > **battery saver**.



Power the phone on or off

To power the phone on, press and hold the power/lock key until the phone lights up.

To power the phone off, press and hold the power/lock key, and swipe the lock screen down.

Important:

To make an emergency call during the initial setup, select **emergency call**.

Microsoft account

With a Microsoft Account, you can access all Microsoft services with a single username and password on your computer or phone.

- Download content from the store.
- Back up your contacts in your Microsoft account
- Keep track of and lock your lost phone with **Find My Phone**

To learn more about a Microsoft account and its services, go to **www.windowsphone.com.**

Create a Microsoft account

Your phone guides you through the initial setup when you put your SIM card in your phone and switch your phone on for the first time. To access all Microsoft services, create your Microsoft account.

To create a Microsoft account you need an internet connection. For information about possible data costs, contact your network service provider. If you can't connect to the internet, you can create the account later.

If you already have a Microsoft account, sign in with your existing username and password.

Tip:

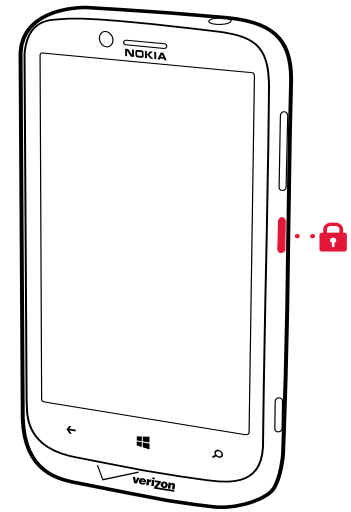
Forgotten your password? You can have it sent to you in an email or text message.

To create a Microsoft account later, open a Microsoft app or service on your phone.

Or, from the start screen, swipe left, and tap **Settings** > **email+accounts** > **add an account**. To create your account on the internet, go to **www.live.com**.

Lock and unlock the keys and screen

To avoid accidentally making a call when your phone is in your pocket or bag, lock the keys and screen of your phone.



- To lock the keys and screen, press the power/lock key.
- To unlock the keys and screen, press the power/lock key, and swipe the lock screen up.

Set the keys and screen to lock automatically

From the start screen, swipe left and tap **Settings** > **lock screen** > **Screen times out after**, tap the box, and select the length of time after which the keys and screen are locked automatically.

Set your phone to lock automatically

Want to protect your phone against unauthorized use? Define a security code, and set your phone to lock itself automatically when you're not using it.

1. From the start screen, swipe left and tap **Settings** > **lock screen**.
2. Switch **password** to **On** , and enter a security code (at least 4 digits).

Keep the security code secret and in a safe place, separate from your phone. If you forget the security code, and cannot recover it, or you enter the wrong code too many times, your phone will require service. Additional charges may apply, and all the personal data in your phone may be deleted. For more information, contact a Nokia Care point or your phone dealer.

3. Tap **Require a password after**, and define the length of time after which the phone is locked automatically.

Unlock your phone

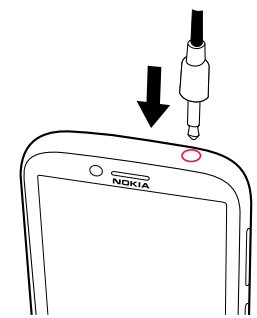
1. Press the power key, and swipe the lock screen up.
2. Enter the security code.

Change the volume

Use the volume keys. They control all sounds, including the volume of alarms and reminders.

Connect a headset

You can connect a compatible headset or accessories to your phone.



Back, start, and search keys

The back, start, and search keys help you to navigate your phone.

To return to the previous screen, press at the bottom of the screen.

To go to the start screen, press at the bottom of the screen.

To search the web, press at the bottom of the screen.

Switch between open apps

Press and hold , swipe left or right, and select the desired app.

Your phone remembers all the apps and websites you have visited since the last time your screen was locked.

Use voice commands

Press and hold , and say a voice command.

To call someone in your contact list, you can say “call Gina Harris, mobile”.

To open an app such as Calendar, say “open calendar”

To search for something on the Web, such as pizza parlors, you can say “find pizza parlors”.

Tip:

For more examples, say **help**.

Set your phone to sync with your computer

Do you have media on your PC that you want to listen to or watch on your phone? Use a USB cable to sync music and videos between your phone and PC.

If you have a Windows 8 PC, plug your phone into your computer with the cable, and the Windows Phone app will install automatically.

If you have a Windows 7 PC, plug your phone into your computer with the cable. A link will appear to install the Windows Phone app.

If you have a Mac, get the Windows Phone app from the Mac App Store.

Find your lost phone

Misplaced your phone, or afraid it is stolen? Use Find My Phone to locate your phone, and lock or delete all data from it remotely.

Go to **www.windowsphone.com**, sign in with the same Microsoft account as on your phone, and select **Find My Phone**.

You can:

- Locate your phone on a map
- Make your phone ring, even if silent mode is powered on
- Lock your phone, and set it to show a message, so it can be returned to you
- Delete all data from your phone remotely

The available options may vary.

Access codes

PIN or PIN2 code

(4-8 digits)

These protect your SIM card against unauthorized use.

You can set your phone to ask for the PIN code when you switch it on.

If you type in the code incorrectly three times in a row, you need to unblock the code with the PUK or PUK2 code.

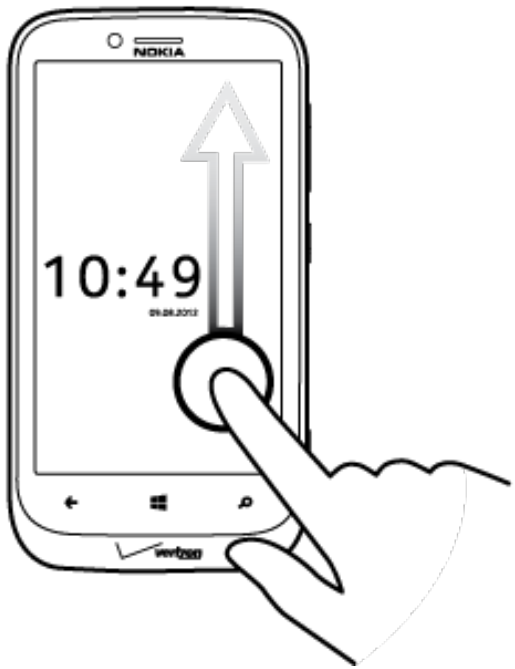
PUK or PUK2 code

(8 digits)

These are required to unblock a PIN or PIN2 code.

For more information, contact Verizon.

Basics



The Basics includes how to:

- use the touch screen
- open an app
- use your phone when it's locked
- personalize your phone
- write text

Use the touch screen

Explore your phone with a tap, swipe, or drag.

To use your phone, simply tap, or touch and hold the touch screen. To open further options, place your finger on an item until the menu opens.

You can use your phone even with gloves on, or with the touch of a fingernail. On the start screen, swipe left, and tap **Settings > display+touch,** and switch **touch sensitivity** to **High**.

Tip:

To quickly open the apps menu, swipe left on the start screen.

Touch screen actions

To use your phone, tap, swipe, or touch and hold the touch screen.

Important:

Avoid scratching the touch screen. Never use an actual pen, pencil, or other sharp object on the touch screen.

Open an app or other screen element

Tap the app or element.

Touch and hold to open a menu with further options.

Place your finger on an item, until the menu opens.

Example: To edit or delete a calendar appointment, touch and hold the appointment, and select the appropriate option.

Drag

Touch and hold your finger to the screen before you start to drag. While dragging, do not release your finger until you have reached the target position.

Swipe

Quickly slide your finger horizontally or vertically across the screen.

Example: Swipe left or right between the start screen and the apps menu, or between different views in the hubs. To quickly scroll through a long list or menu, slide your finger quickly in a flicking motion up or down the screen, then lift your finger. To stop the scrolling, tap the screen.

Zoom in or out

Place two fingers on an item, such as a map, picture, or web page, and slide your fingers together or apart in a pinch and spread motion.

Use your phone when it's locked

You can use certain features of your phone when it is locked, without having to enter the security code.

You can, for example:

- Switch between vibrate or ring and vibrate
- Answer or reject an incoming call
- Pause or resume playing music, or skip to another song

To wake your phone up, press the power key.

Switch between vibrate and ring/vibrate

Press the volume key to see the current selection displayed at the top right of the screen. For example, if your phone is set to **vibrate** , tap **vibrate** to switch to **ring + vibrate** .

Pause or resume music, or skip to another song

Use the music player controls displayed at the top of the screen.

You can also see:

- The date and time
- Your next calendar event
- Missed calls or messages

Switch between open apps

You can see which apps and tasks are open in the background, and switch between them.

Press and hold , swipe left or right, and select the desired app.

Personalize your phone

About the start screen

Arrange your start screen how you want it and make it easy to see everything that's going on with the people and passions in your life, real-time. You can size your Live Tiles however you like, making your phone as unique as you are.

Add tiles to the start screen

From the Start Screen, swipe left to view the apps menu.

Touch and hold the application you want to add, and tap **pin to Start**.

Move tiles on the start screen

To move, remove, or resize a tile, just tap and hold it, then arrange it however you'd like.

For example, drag the tile to the desired position and lift your finger from the screen.

Tap the tile to set it in place.

Resize tiles from the start screen.

From the start screen, touch and hold the tile you want to resize.

Tap where the arrow appears to resize.

Remove tiles from the start screen

From the Start Screen, touch and hold the tile you want to remove.

Tap to remove the tile.

Pin items to the start screen

You can pin just about anything you want to the start screen: apps, websites, map locations, pictures, songs, shortcuts, and even contacts.

To pin something, simply press and hold it until a menu appears, and then tap **Pin to start**.

Change your theme

You can change the colors, to match your taste and mood.

On the start screen, swipe left and tap **Settings** > **theme** > and **Background** or **Accent color**.

Tip:

You can save battery power if you use a darker background.

Change the lock screen wallpaper

1. Select **Settings** > **lock screen** > **change wallpaper.**
2. Select a photo, and tap .

Tip:

You can adjust the photo by zooming in and out, or by sliding the photo up or down, and left or right before selecting .

Change the background in Photos and the live tile

1. From the Start Screen, swipe to **Photos** and tap > **choose background**.
2. Select a photo, adjust it to get the best possible fit, and select .

You can also tap **shuffle background** to scroll through all your photos.

Personalize your ringtone and other tones

On the start screen, swipe left and tap **Settings** > **ringtones+sounds**.

Select the type of ringtone or alert you want to change, and select the sound.

Set your phone to silent

When you switch silent mode on, all ringtones and alert tones are muted.

On the start screen, swipe left and tap **Settings** > **ringtones+sounds**, and switch **Ringer** and **Vibrate** to **Off** .

Once **Vibrate** is off, you can use the volume key to switch between **ring** and **silent**.

Tip:

To quickly silence an incoming call, turn your phone face down.

Create a safe, fun start screen for kids

You can let your kids use your phone without having to worry about them accidentally deleting your work mail, making online purchases, or doing anything else they shouldn't. Put selected apps, games, and other favourites for kids to enjoy in their own start screen.

1. On the start screen, swipe left, and tap **Settings**.
2. Tap **Kid's corner**.
3. Choose which content your kids can use. You can also set a password to keep your kids from accessing your own start screen.

Go to your own start screen

Press the power key twice, and swipe up on your own lock screen. If you've set a password, type it in.

Go back to the kid's start screen

From your own lock screen, swipe left, and on the kid's lock screen, swipe up.

Switch the kid's start screen off

From the start screen, swipe left, and tap **Settings** > **Kid's corner** > **Off**.

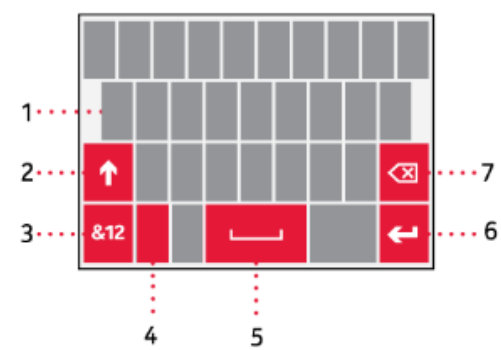
Write text

Use the virtual keyboard

To open the virtual keyboard, select a text input field. You can use the virtual keyboard when holding your phone upright or on its side.

1. Character keys
2. Shift key
3. Numbers and symbols key
4. Language key. Only available when more than one writing language has been selected.
5. Space key
6. Enter key
7. Backspace key

The keyboard layout can vary in different apps.



Switch between upper and lower case characters

Tap the key before inserting the character. To switch caps lock mode on, tap the key twice. To return to normal mode, tap the key again.

Insert a number or a special character

Tap the numbers and symbols key. Some of the special character keys can bring up more symbols.

Tip:

To quickly insert a number or a commonly used special character, tap the numbers and symbols key, and slide your finger to the character without lifting.

Add an accent to a character

Touch and hold the character, and select the accented character.

Delete a character

Tap the backspace key.

Move the cursor

Touch and hold the screen near the text, until a cursor is displayed. Without lifting your finger, drag the cursor to the desired location.

To move the cursor to the next row or text input field, tap the enter key. The function of the enter key can change in different apps. For example, in the web address field of the web browser, it acts as the Go icon.

Add more writing languages

You can add several writing languages for your keyboard and switch between the languages when writing.

On the start screen, swipe left and tap **Settings > keyboard > add keyboards**, and select the languages you want to write in.

Switch between the writing languages

Tap the language key.

Search your phone and the web

Bing search

No matter where you are on the phone, you can always search with Bing by pressing .

Just type whatever you're looking for in the search box, then tap on the on-screen keyboard. Bing will show you not only the web results, but also local results (including maps, ratings, and directions) and images.

Tip:

To see related search results, swipe left or right to **local** or **images**.

Use voice search

1. Press .
2. Tap the search field twice.
3. Say your search word, and select from the list of matches.
   Not all languages are supported.

Search inside an app

1. In an app, press .
2. Enter a search word in the search field, press to begin the search, and select from the list of matches.
3. Tap to return to the list of matches.

Visual search with scan

1. Press .
2. Tap .
3. To scan text, QR codes, or barcodes, line up the box that appears on the screen over the code.

Tip:

To translate or search for text on the web, select scan text.

Status bar icons

4G	Your phone is connected to an LTE network.
3G	Your phone is connected to a EVDO, TD-SCDMA, or UMTS network (network service).
1X	Your phone is connected to a 1X network (network service).
E	An EDGE data connection (network service) is open.
H	An HSDPA/HSUPA data connection (network service) is open.
	A Wi-Fi connection is available.
	A Wi-Fi connection is active.
	A Bluetooth device is connected to your phone.
	Your calls are forwarded to another number or your voice mailbox
	There is no SIM card in your phone.
	Your SIM card is locked.
	Your phone is roaming and not on your home network.
	Silent mode is switched on.
	Airplane mode is switched on.
	Vibrate mode is switched on.
	Battery power level
	Battery saver mode is switched on.
	The battery is charging.

The icons may vary depending on your region or network service provider. For a complete list of icons, see **www.windowsphone.com/.**

Use your phone offline

In places where you do not want to make or receive calls, you may still access your music, videos, and offline games if you switch airplane mode on.

On the start screen, swipe left and tap **Settings** > **airplane mode** > **On** .

When airplane mode is switched on, your connection to the mobile network is closed and all radio frequency signals between the phone and the mobile network are prevented. You need to manually set wireless, bluetooth, and NFC back to **On** to use them after selecting airplane mode.

Switch the phone off when mobile phone use is not allowed or when it may cause interference or danger. Remember to comply with any applicable safety requirements.

Set the phone screen to switch off after a short time

From the start screen, swipe left, and tap **Settings** > **lock screen**> **Screen times out after**.

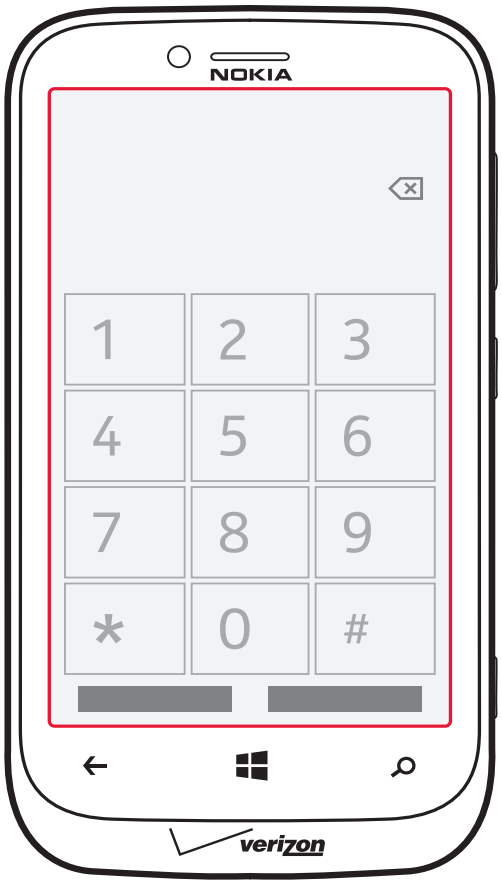
Lower the screen brightness

From the start screen, swipe left, and tap **Settings** > **brightness**, switch **Automatically adjust** to **Off** , and select the desired level.

Use network connections selectively

- If you are listening to music or otherwise using your phone, but do not want to make or receive calls, switch airplane mode on.
- Set your phone to check for new mail less frequently.
- Switch Bluetooth on only when needed.
- Use a Wi-Fi connection to connect to the internet, rather than a mobile data (GPRS /Edge/3G/4G) connection.
- Stop your phone scanning for available Wi-Fi networks. On the start screen, swipe left and tap **Settings** > **Wi-Fi** and set it to **Off** .

Make Calls



This section covers how to:

- call contacts
- use your call log
- check voicemail
- make conference calls
- silence calls

Call a contact

On the start screen, tap > , then tap the contact and the number.

Call the last dialed number

In the call history, you can view incoming, outgoing, and missed calls.

To call the last dialed number, on the start screen, tap .

Tap next to the name or phone number.

Set Up Voice Mail

On the start Screen, tap .

Tap .

Dial *** 86** and tap **Call** or .

If you hear a greeting, press **#** to interrupt, and follow the setup tutorial.

Access Voice Mail

From you phone, on the start Screen, tap .

Tap .

Dial *** 86** and tap **Call** or .

When you hear the greeting, press **#** to interrupt, and follow the prompts.

From any phone, dial your wireless number.

When you hear the greeting, press **#** to interrupt, and follow the prompts.

Voice mailboxes not set up within 45 days will be canceled. Your voice mailbox is not password protected until you create a password by following the setup tutorial.

Visual voice mail

With Visual Voice Mail, you can view a list of messages without dialling into a mailbox, and listen and erase them at the touch of a button. To subscrice, tap and follow instructions on screen.

Make a conference call

Your phone supports conference calls between two or more people. The maximum number of participants varies by the network service provider. Conference calling is a network service.

1. Call the first participant.
2. To add another participant, tap , and call the number.
3. When the new call is answered, to start the conference call, tap .

Add a new participant to a conference call

To add another person after the conference call has started, tap .

Have a private conversation with a conference call participant

Tap and the person's name or phone number. The conference call is put on hold on your phone. The other participants continue the conference call.

To return to the conference call, tap .

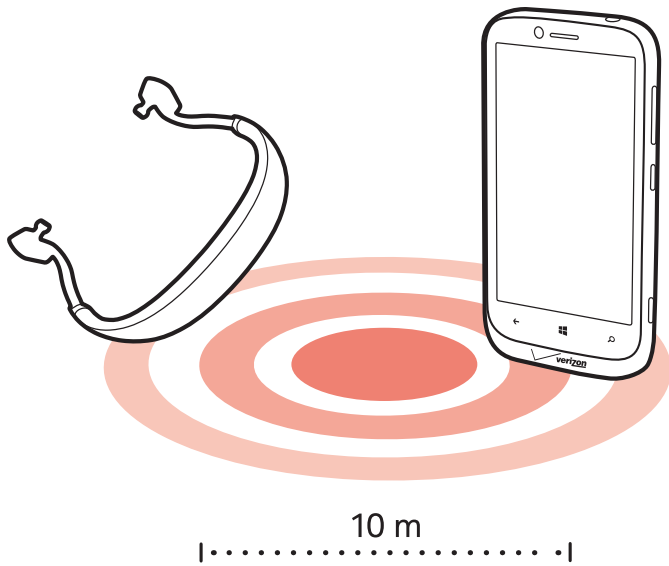
End an active conference call

Tap **end call**.

Silence an incoming call

Press the volume key to silence an incoming call.

Bluetooth and NFC Connectivity



This section covers:

- Uses of Bluetooth and NFC technologies
- How to connect to a wireless headset and other accessories
- How to read NFC tags

About Bluetooth connectivity

From the start screen, swipe left and tap **Settings**, and set **Bluetooth** to **On**.

You can connect wirelessly to other compatible devices, such as phones, computers, headsets, and car kits.

Since devices with Bluetooth wireless technology communicate using radio waves, they do not need to be in direct line-of-sight. However, they must be within 33 feet (10 meters) of each other, although the connection may be subject to interference from obstructions such as walls or from other electronic devices.

Paired devices can connect to your phone when Bluetooth is switched on. Other devices can detect your phone only if the Bluetooth settings view is open.

Do not pair with or accept connection requests from an unknown device. This helps to protect your phone from harmful content.

Connect to a wireless headset

With a wireless headset, you can answer a call even if your phone is not directly at hand, and you can have your hands free, for example, to continue working at your computer during a call. Wireless headsets are sold separately.

From the start screen, swipe left and tap **Settings** > **Bluetooth**.

1. Switch **Status** to **On**.
   Make sure that the accessory you want to pair with is on.
2. From the list, tap the device you would like to pair with.

   Depending on the device you're pairing with, you may be asked to enter a passkey or to confirm matching passkeys. For details, see the user guide of the headset.
3. Tap **done**.

About NFC

Near Field Communication (NFC) makes connecting easy and fun. You can pair your phone with NFC-enabled devices, such as a Bluetooth headset, without having to go deep into the phone menus.

With NFC, you can:

- Connect to compatible Bluetooth accessories that support NFC, such as a headset or a wireless loudspeaker.
- Send things, such as contacts or your own pictures, to your friend's phone with tap+send.

The NFC area is on the back of your phone, near the camera. Tap other phones, accessories, tags, or readers with the NFC area.

Before using NFC, make sure the screen and keys are unlocked.

Turn NFC on or off

From the start screen, swipe left and tap **Settings** > **NFC**.

Connect to a Bluetooth accessory with NFC

Hands busy? Use a headset. Or why not listen to music using wireless speakers? You only need to tap the compatible accessory with your phone.

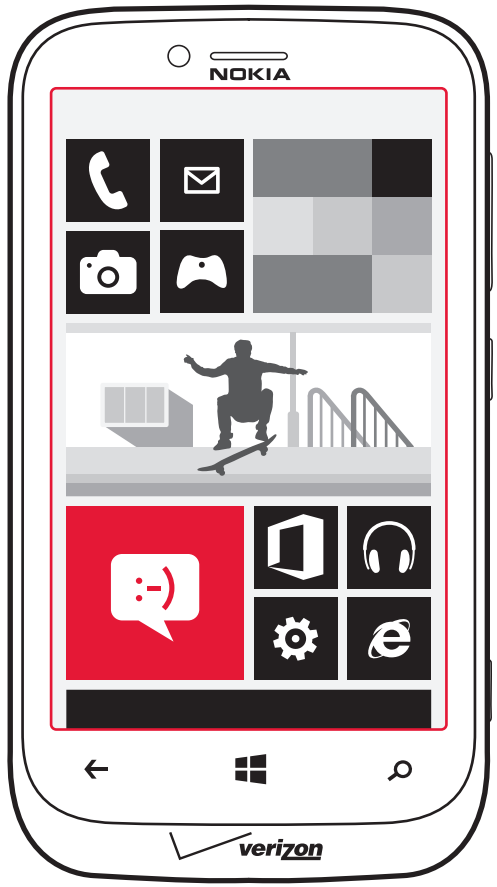
Tap the NFC area of the accessory with the NFC area of your phone, and follow the instructions on the screen.

Disconnect the accessory

Tap the NFC area of the accessory again.

For more information, see the accessory user guide.

People hub



The People's hub section includes how to:

- manage contacts
- search for contacts
- use voice commands
- create groups

About the People hub

You can save and organize your friends' phone numbers, addresses, and other contact information in the People hub. You can also get in touch with your friends through social networking services.

When you set up your email or Facebook account on your phone, your contacts are imported automatically into your People Hub.

Social networking services are third party services and are not provided by Nokia. Check privacy settings of any social networking service you are using, since you may share information with a large groups of people. The terms of use of social networking services apply to sharing information on that service. Familiarize yourself with the terms of use and privacy practices of each service.

Using services or downloading content may cause transfer of large amounts of data, which may result in data traffic costs.

Create, edit, or delete a contact

You can save your friends' phone numbers, addresses, and other information to the People hub.

On the start screen, tap **People**, and swipe to **all**.

Add a new contact

1. Tap > **new contact**.
2. If you have signed in to several accounts, tap the account to which you want the contact linked.
3. Tap each item (such as name, email, phone) and then enter the information. When finished, tap to save the new contact.

Edit a contact

1. Tap a contact and .
2. If a contact has several linked accounts, select one account.

3. Tap a contact detail, edit the fields, and tap .

Delete a contact

1. Tap the contact and • • • > **delete**.
2. If a contact has several linked accounts, tap an account and **delete**.

   The contact is deleted both from your phone and, with some exceptions such as Facebook, Twitter and LinkedIn, from the online service where it's stored.

Backing up your contacts

You can backup your contact data using Backup Assistant Plus.

1. From the start screen, swipe left, and tap **Settings** >**Backup Assistant Plus**.
2. Tap **sync now** to sync and backup your contacts immediately.
3. Tap **settings** to set the sync feature on or off.

Save a number from a received call or message

When you receive a call or message from a person whose phone number you have not yet saved, you can easily save the number in a new or existing contact list entry.

Save a number from a call

1. On the start screen, tap .
2. In the call history list, tap a phone number and .
3. Tap , edit the phone number and phone number type.
4. Edit other contact details, including the name, and tap .

Save a number from a message

1. On the start screen, tap .
2. In the conversations list, tap a conversation.
3. Tap the phone number and .
4. Tap , edit the phone number and phone number type.
5. Edit other contact details, including the name, and tap .

Search for a contact

Is the People hub overflowing? Rather than scrolling through your entire contacts list, you can search, or jump to a letter of the alphabet. You can also use a voice command to call or send a message to a contact.

On the start screen, tap **People**, and swipe to **all**.

Tap , and start writing a name. The list filters as you write.

Jump to a letter of the alphabet

Tap any letter in the contacts list on the left, and in the alphabet menu, tap the first letter for the name you want. You jump directly to that point in your contacts list.

Reduce the number of visible contacts

Tap • • • > **settings** > **filter my contact list**, and select or clear the appropriate check boxes.

Use a voice command

1. In any view, press and hold .
2. Say **call** or **text,** and the contact's name.

   For more information on voice commands, "Use voice commands" on page 14.

Tip:

Pin your most important contacts or contact groups to the start screen. Touch and hold a contact, then tap **pin to Start**.

Create, edit, or delete a contact group

When you have created contact groups, you can send a message to several people at the same time. For example, you can assign the members of your family to one group and reach them more easily with a single message.

On the start screen, tap **People**, and swipe to **together**.

Add a new contact group

1. Tap > **Group**.
2. Write a name for the group, and tap .
3. Tap and a contact, and tap .

Rename a group

1. Tap the group name.
2. Tap > **rename**, and enter the new name.
1. Tap .

Add a new contact

Tap and , and then a contact.

Remove a contact

1. Touch and hold the group name.
2. Tap **members** and the contact, and then **remove from group**.

Delete a contact group

Tap the group and > **delete**.

Link contacts

Do you have contact information for the same person from different social networking services or mail accounts as separate contact entries? You can link multiple contacts so that their info is in a single contact card.

On the start screen, tap **People**, and swipe to **all**.

Link two or more contacts

1. Tap the main contact you want to link to, and tap .
2. Tap **choose a contact** and the contact to be linked.
   If the contact is under Suggested links, tap that contact.

Unlink a contact

1. Tap the main contact and tap .
2. Tap the contact to be unlinked and **unlink**.

Copy contacts from a SIM card to your phone

If you have contacts stored on your SIM card, you can copy them to your phone. You can add more details to contacts that are stored on your phone, such as alternative phone numbers, addresses, or a picture.

On the start screen, tap **People**.

Tap > **settings** > **import SIM contacts**.

Share your plans with your family and friends

Want to gather with people, but find it difficult to set a date and time convenient for everybody? You can invite others to chat, and privately share a calendar, photos, or notes.

To use this feature, you need to sign in to your Microsoft account.

To create a room for sharing, on the start screen, tap **People**, and swipe to **together**.

1. Tap **> Room**.
2. Write a name for the room, and tap .
3. To invite others to join, tap **> Send.**

4. To switch between a group chat, calendar, note, or photo album, swipe left or right.

Tip:

To get you started, your phone has a Family Room ready for you. In the People hub, swipe to **together**, and tap **Family Room**.

Set up your social networking service accounts

The social networking services are third-party services and not provided by Nokia. Check the privacy settings of the social networking service you are using, as you may share information with a large group of people. The terms of use of the social networking service apply to sharing info on that service. Familiarize yourself with the terms of use and the privacy practices of that service.

1. From the start screen, swipe left and tap **Settings** > **email+accounts**.
2. Tap **add an account** and the name of the service, and follow the displayed instructions.

Tip:

When you sign in to an account, contacts in the account are automatically imported.

Change your profile picture

On the start screen, tap **People**, and swipe to **all**.

1. Tap your own contact card and your picture.
2. Tap your picture twice, and in the Photos hub, select a new picture.
3. Drag the picture around to adjust the cropping, and tap . To set where to update your picture, tap **Post to**, select or clear the check boxes, and tap .
4. Tap .

See your friends' status updates

After you set up social networking services on your phone, you can follow your friends' status updates in the People hub.

On the start screen, tap **People**, and swipe to **what's new**.

Post your status

If you feel like reaching out to your friends, let them know what's on your mind. Post your status to the social networking services that you use.

On the start screen, tap **People**, and swipe to **all**.

1. Tap your own contact card and **post a message**.
2. Write your message.
3. In the **Post to** field, check the box next to each account to post to, and tap .
4. Tap .

Write on your friend's wall

You can contact your friends by writing on their Facebook wall.

1. On the start screen, tap **People**, and swipe to **all**.
2. Tap a Facebook friend's profile and **write on wall**.
3. Write your message, and tap .

Comment on a friend's status update

In Facebook, you can contact your friends by commenting on their status updates.

1. On the start screen, tap **People**, and swipe to **what's new**.

2. On the post, tap .
3. Write your comment, and tap .

   You can also tap to like post.

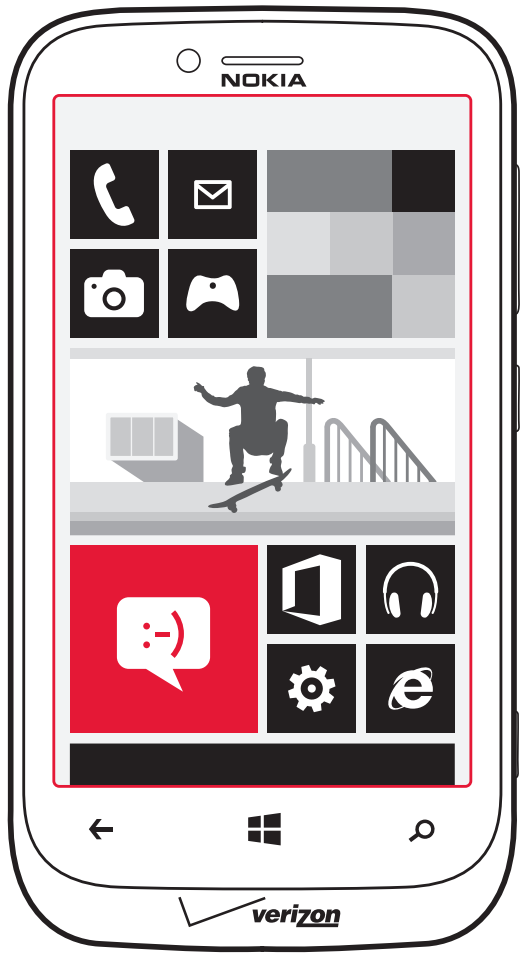
Upload a photo to a service

After you take a photo, upload it to the web so all your friends can see what you're up to. You can also set up your phone to automatically upload photos to social networking services.

Select photos

1. Browse your photo albums for the photo you want to share.
2. Tap and hold the photo, and tap **share...**
3. Select a sharing method. You can send it in a text message or email, or upload it to social networking services.

Messaging



The messaging section includes how to:

- send a message
- reply to a message
- view a conversation

On the start screen, tap **Messaging**.

You can send and receive text messages, multimedia messages with photos, and instant messages (network service).

Text, multimedia, and IM (instant messages) messages between you and a particular contact are arranged in conversations.

If a contact is signed in to an IM service, you can send an instant message.

If you have contact groups such as family or colleagues, you can send messages to a group.

You can send text messages that are longer than the character limit for a single message. Longer messages are sent as two or more messages. Your network service provider may charge accordingly.

Characters with accents, other marks, or some language options, take more space, limiting the number of characters that can be sent in a single message.

Using services or downloading content may cause transfer of large amounts of data, which may result in data traffic costs.

Send a message

With text and multimedia messages, you can quickly contact your friends and family.

In a multimedia message, you can attach photos, videos, your location, voice notes, and contact information for another person.

1. On the start screen, tap **Messaging**.
2. Tap ⊕.
3. Tap a contact. You can add more than one recipient.
4. Tap the message field, and enter your message.
5. To add an attachment, tap and the file.

6. To send the message, tap ..

Sending a message with an attachment may be more expensive than sending a normal text message. For more information, contact your service provider

If the item you insert in a multimedia message is too large for the network, the device may automatically reduce the size.

Only compatible devices can receive and display multimedia messages. Messages may look different in different devices.

Reply to a message

1. Tap the conversation containing the message.
2. Tap the message field, enter your reply, and tap .

Forward a message

1. Tap the conversation containing the message.
2. Touch and hold the message, and tap **forward**.
3. Select the recipients.
4. Tap the message field, enter your message before the forwarded text, and tap .

Send a message to a group of people

Would you like to send a message to all your family members? If you have assigned them to a group, you can send a text message or an email to all of them at the same time.

On the start screen, tap **People**, and swipe to **together**.

Tap the group and **text** or **send email**, and write and send your message.

For more information on how to create a group, see “Add a new contact group” on page 28.

Chat with your friends

On the start screen, tap **Messaging**.

You need a Microsoft account to use instant messaging.

Before using IM, you must set up an IM service. Swipe left to **online**, and follow the instructions shown on the phone.

1. Sign in to a chat service, if not signed in already.
2. In the People hub, tap the contact you want to chat with. You can also chat with a group of people.
3. Write your message, and tap .

View a conversation

You can see the messages you have sent to and received from a particular contact in a single conversation thread, and continue the conversation from that thread. The thread can contain text messages, multimedia messages, and instant messages.

When you send a new message, it is added to the current conversation. If no conversation exists, a new conversation is started.

When you open a received message from the start screen, the message opens in the conversation.

On the start screen, tap **Messaging** and the conversation.

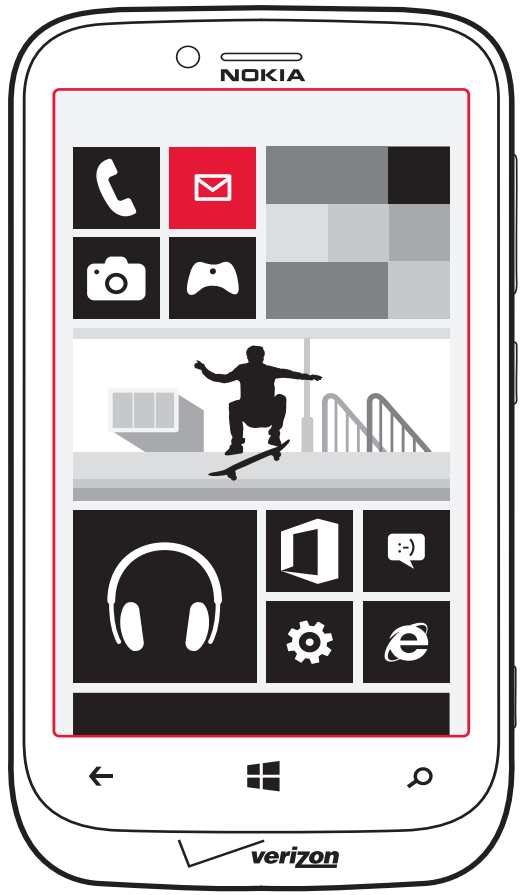
You can set delivery confirmation to confirm that your message was sent from the settings menu.

1. Tap • • • > **settings**.
2. Switch **On** to receive delivery confirmation for this message type.

Delete a conversation

Tap **threads**, touch and hold the conversation, and tap **delete**.

Email



The Email section covers how to:

- add mailboxes
- access email
- linking email accounts

About email

You can use your phone to read and reply to email when you are on the go. You can also combine mailboxes, so you can see all your email in a unified inbox.

Emails are organized into conversations.

Add a mailbox

You can add several mailboxes to your phone.

From the start screen, swipe left and tap **Settings** > **email+accounts**.

1. Tap **add an account** and the name of the account.
2. Enter your username and password.
3. Tap **sign in**.

Delete a mailbox

Touch and hold the mailbox, and tap **delete**.

View several mailboxes in a unified inbox

If you have more than one email account, you can choose which inboxes you want to link together in a unified inbox. The unified inbox lets you see all your email at a glance.

Link inboxes

1. On the start screen, tap a mailbox.
2. Tap ● ● ● > **link inboxes**.
3. In the other inboxes list, select the inboxes you want to link to the first one.

The new unified inbox is pinned to the start screen.

Tip:

To rename the inbox, tap **rename linked inbox**, enter a new name, and tap .

Unlink inboxes

1. On the start screen, tap a unified inbox.
2. Tap • • • > **linked inboxes**.
3. In the this inbox list, tap the inboxes you want to unlink and **unlink.**

Read received email

You can use your phone to read and reply to email.

On the start screen, tap a mailbox.

In the inbox, tap the email.

Tip:

To zoom in or out, place two fingers on the screen, and slide them apart or together.

Open or save an attachment

Tap the attachment and the appropriate option. If there is more than one attachment, you can save them all at once.

Reply to email

Tap .

To reply to the sender only, tap **reply**. To reply to the sender and all other recipients, tap **reply all.**

Forward email

Tap **forward**.

Delete email

To delete multiple emails at the same time, tap to the left of an email.

Check the boxes that appear on the left and tap .

To delete one email at a time, open the email, and tap .

Tip:

If an email contains a web address, to open the address in the phone web browser, tap the address.

Send email

You can use your phone to write and send email, and attach files to your email.

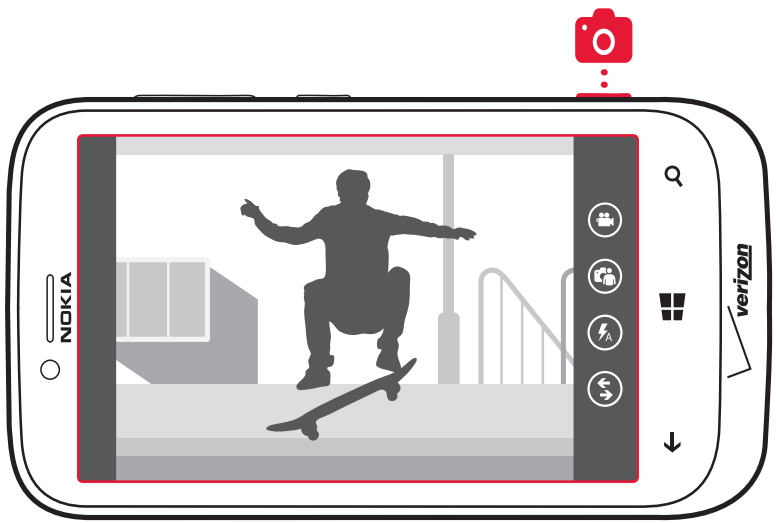
On the start screen, tap a mailbox.

1. Tap .
2. To add a recipient from People, tap in the **To:** field.
3. Write a subject in the **Subject:** field.
4. Write your email.
5. To attach a file, tap .
6. To send the email, tap .

Tip:

If you have a linked inbox, you will be asked to choose the account where you want to send it from.

Camera



The Camera section includes how to:

- Take a photo
- View photos
- Take close-ups
- Take night-time photos
- Increase the sharpness of photos
- Record videos
- Send a photo
- Copy photos to your PC
- Change settings

Note:

Before using the camera, remove the protective tape from the lens.

Take a photo

To open the camera, press and hold the Camera Key.

To zoom in and out, place two fingers on the screen, and slide your fingers together or apart.

To take the photo, press the Camera key halfway to set focus, and press the Camera key fully.

You can also take photos by tapping on the object or area where you want to focus.

To view the photo you just took, swipe right. Photos are saved to **camera roll** in the Photos hub.

Take a self portrait

To take a self-portrait easily, use the front camera of your phone.

Tap .

Take a close-up

Tap • • • > **photo settings...** > **Scenes** > **Close-up**.

Take photos in the dark

Want to take better photos even in dim light? Use the night mode.

Tap • • • > **photo settings...** > **Scenes** > **Night** or **Night Portrait**.

Take a photo of a moving object

To capture the action with your phone, use the sports mode to take a sharper photo of moving people.

Tap ● ● ● > **photo settings...** > **Scenes** > **Sports**.

Take a photo in bright light

To take better photos when there's bright light coming from behind your subject, use the backlight mode.

Tap ● ● ● > **photo settings...** > **Scenes** > **Backlight**.

Camera tips

Here are some tips to help you get the most out of your phone camera.

- Use both hands to keep the camera steady.
- After about a minute of inactivity, battery saving mode switches on. To use the camera again, press the power/lock key, and drag the lock screen up.
- To switch between taking photos and recording videos, tap or .
- To switch between front facing camera and rear camera, tap .
- To change camera settings, such as flash, scene modes, aspect ratio, ISO settings, white balance, and resolution, tap ● ● ● > **photo settings** or **video settings**, and the setting.
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- Available video settings:
  White Balance: Auto (default)/Cloudy/Daylight/Fluorescent/ Incandescent
  Continuous Focus: On (default)/Off
  Video Mode: Standard Quality 720p (default)/High Quality 1080p
- Keep a safe distance when using the flash. Do not use the flash on people or animals at close range. Do not cover the flash while taking a photo.

Record a video

Besides taking photos with your phone, you can also capture special moments as videos.
To open, press and hold the Camera Key.

1. To switch from image mode to video mode, tap .
2. To start recording, press the Camera Key. The timer starts to run.
3. To stop recording, press the Camera Key. The timer stops.

In **video settings**, you can also change the white balance, video quality and whether the focus is continuous or not.

To view the video, swipe right. The video is automatically saved to **camera roll** in the Photos hub.

Tip:

You can also take a photo as you write a message or mail. Tap > , take a photo, and tap **accept**.

Tip:

You can use the Windows Phone app to send a video from your PC. After recording a video on your phone, use a compatible USB data cable to connect your phone to your PC, copy the video to your PC, and send it from your PC.

Share a photo

To open the camera, press and hold the Camera Key.

1. Take a photo.
2. Swipe right, touch and hold the photo, and tap **share...**.
3. Select the sharing service, enter a caption if you like, and tap .

Share your video

To open the camera, press and hold the Camera Key.

1. Record a video.
2. Swipe right, touch and hold the video, and tap **share...**.
3. Select the sharing service, enter a caption if you like, and tap .

Not all sharing services support all file formats or videos recorded in high quality.

Your photos

The photos you have taken or videos you have recorded with your phone are saved to the Photos hub, where you can browse and view them.

To manage your media files more effectively, mark your favorites, or organize them into albums.

Browse and view photos

On the start screen, tap **Photos** > **camera roll**.

Tap a photo to view it. To view the next photo, swipe left. To view the previous photo, swipe right.

Zoom in or out

Place two fingers on the screen, and slide your fingers together or apart.

Tip:

To quickly zoom in or zoom back out, tap the photo twice.

View the available options

Touch and hold a photo.

Photos can be sent to you in an email or multimedia message. To view these photos later, save them to the Photos hub.

Save a photo to the Photos hub

In an email or multimedia message, tap the photo and **save to phone**.

You can view saved photos in the Photos hub. Tap **albums** > **Saved Pictures**.

Mark a photo as a favorite

Would you like to find your best shots quickly and easily? Mark them as favorites, and you can see them all in the favorites view in the Photos hub.

On the start screen, tap **Photos**.

1. Tap **albums**, and browse to a photo.
2. Touch and hold the photo, and tap **add to favorites**.

Tip:

You can also mark a photo as a favorite right after taking it. Just swipe right, touch and hold the photo, and tap **add to favorites**.

View your favorites

On the start screen, tap **Photos**, and swipe to **favorites**.

Upload photos and videos to the web

Want to upload your photos and videos to a social networking service for your friends and family to see?

On the start screen, tap **Photos**.

1. Select a photo or video to upload.
2. Touch and hold the photo or video, tap **share...** and the service.
3. Enter a caption if you like, and tap .

Change the background in the Photos hub

Set a favorite photo as the background of the Photos hub.

On the start screen, tap **Photos**.

1. Tap ● ● ● > **choose background**.
2. Tap the photo and .

Tip:

You can also set your phone to periodically change the photo automatically. Tap ● ● ● > **shuffle background**.

Create an album

To easily find photos of an occasion, a person, or a trip, for example, organize your photos into albums according to subject.

Use the Windows phone app or Windows Phone app for Mac on your computer.

When you delete an album from the phone, the photos in that album are also deleted.

If you have copied the album to your computer, the album and the photos in it remain on your computer.

Delete an album

1. On the start screen, tap **Photos** and albums.
2. Touch and hold an album, and tap **delete**.

You cannot delete online albums from your phone.

Copy your photos to your PC

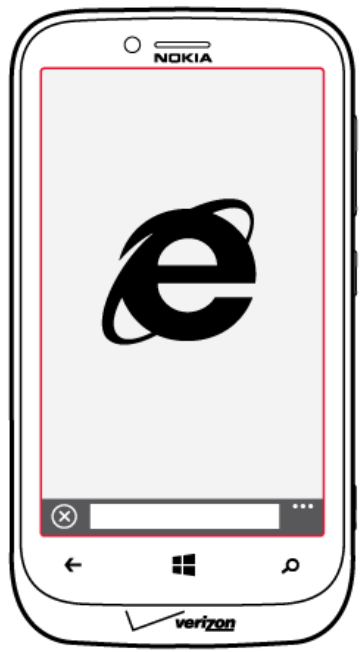
1. Use a compatible USB data cable to connect your phone to a compatible computer.
2. On your computer, open the Windows phone app. For more information, go to **www.WindowsPhone.com**.

Save photos to your SD card

You can save phone memory by storing photos to your SD card.

1. With the phone powered off, remove back cover and battery.
2. Insert compatible MicroSD card into the MicroSD slot, and replace battery and back cover.
3. When you power your phone on, you will see **SD Card Found** on the screen. Tap **Yes** to save new photos, music and videos on your MicroSD card.

Internet



The Internet section covers how to:

- Set up Wi-Fi
- Browse the web
- Set up bookmarks
- Empty the cache
- Switch to cellular data connection
- Edit an internet access point
- Add a multimedia message access point
- Close all data connections
- Close Wi-Fi connections
- Close all network connections

Define how your phone connects to the internet

Does your network service provider charge you a fixed fee for data transfer, or on a pay as you use basis? To use the optimal connection method, change the Wi-Fi and mobile data settings.

From the start screen, swipe left and tap **Settings**.

Use a Wi-Fi connection

Connecting to a Wi-Fi network is a handy way of accessing the internet. When out and about, you can connect to Wi-Fi networks in public places, such as a library or internet café.

From the start screen, swipe left and tap **Settings** > **WiFi.**

1. Tap **Wi-Fi** and switch **Wi-Fi networking** to **On** .
2. Select the desired connection.

Using a Wi-Fi connection is generally faster and less expensive than using a cellular data connection.

Tip:

Your phone periodically checks for and notifies of available connections. The notification appears briefly at the top of the screen. To manage your Wi-Fi connections, tap the notification.

Note:

Using Wi-Fi may be restricted in some countries. For example, in the USA and Canada, you are only allowed to use 5.15 - 5.25 GHz Wi-Fi indoors. For more information, contact your local authorities.

Connect to a hidden Wi-Fi

1. Make sure **WiFi networking** is switched to **On** .
2. Tap **advanced** > .
3. Enter the network name, and tap **add.**

Close a network connection

If an application in the background is using an internet connection, you can close the connection without closing the application.

From the start screen, swipe left and tap **Settings**.

Close all cellular data connections

1. From the start screen, swipe left and tap **Settings** > **cellular**.
2. Tap **Data connection**, and tap **off**.
3. Tap **Data roaming options** > **don't roam**.

Close all Wi-Fi connections

1. From the start screen, swipe left and tap **Settings** > **WiFi**.
2. Switch WiFi networking to **Off** .

Close all network connections

1. From the start screen, swipe left and tap **Settings** > **airplane mode**.
2. Switch **airplane mode** to **On** .

Use a cellular data connection when roaming

1. From the start screen, swipe left and tap **Settings** > **cellular**.
2. Tap **Data connection**, and **on**.
3. Tap **M□d□□□□□□□□□** > **global mode**.

Data roaming means using your phone to receive data over networks that your network service provider doesn't own or operate. Make sure you use **global mode** when roaming, which is the default.

Connecting to the internet when roaming, especially when abroad, can raise data costs substantially.

Mobile data access points are usually sent to you by your network service provider. You can manually add access points.

Edit an internet access point or add an mms access point

1. On the starts creen, swipe left and tap **Settings** > **cellular**.
2. Edit the apn address in the **edit internet apn** or **add mms apn** field.
3. Enter the username and password for your mobile data account.
4. If the **internet apn** uses a proxy server for the internet, enter the address and port number in the appropriate fields.
5. If the **mms apn** uses a WAP gateway (URL) or port number, enter the address and port number in the appropriate fields.
6. If the **mms apn** uses an MMSC (URL) or MMS port, enter the address and port number in the appropriate fields.
7. Enter the number for the **Maximum MMS size** in the appropriate field.

If you later change your network service provider, for instructions on how to get the internet settings, go to **www.nokia.com/support**.

Share your mobile data connection

Want to use the internet on your laptop but don't have access? You can make your phone the hotspot for your laptop or other devices. A Wi-Fi connection is then created.

1. Swipe left, and tap **Settings > internet sharing**.
2. Switch **Sharing** to **On**.
3. To change the name of your connection, tap **setup > broadcast name**, and write a name.

Tip:

You can also type in a password for the connection.

4. Tap the connection on the other device.

The other device uses data from your data plan, which may result in data traffic costs. For information on availability and costs, contact your network service provider.

About the web browser

On the homescreen, tap .

Catch up on the news, and visit your favorite websites. You can use Internet Explorer 10 Mobile in your phone to view web pages on the internet.

To browse the web, you must be connected to the internet.

Tip:

If you do not have a flat-rate data plan from your network service provider, to save data costs in your phone bill, you can use a Wi-Fi network to connect to the internet.

Go to a website

Tap the address bar, enter a web address, and tap .

Search the internet

Tap the address bar, enter a search word, and tap .

Zoom in or out

Place two fingers on the screen, and slide your fingers apart or together.

Tip:

To quickly zoom in on a section of a web page, double-tap the screen. To zoom out, double-tap the screen again.

You can open up to six browser tabs at the same time and switch between them.

Open a new tab

Tap ● ● ● > **tabs** > .

Switch between tabs

Tap ● ● ● > **tabs** and a tab.

Close a tab

Tap ● ● ● > **tabs** > .

Send a web link

Tap ● ● ● > **share page**, and select a method of sending a web link, such as messaging, email, or a social network.

Empty the cache

A cache is a memory location that is used to store data temporarily. If you have, or have tried to, access confidential information or a secure service, requiring passwords, clear the cache after each use.

Tap ● ● ● > **settings** > **delete history**.

Add a website to your favorites

If you visit the same websites all the time, add them to your favorites, so you can easily access them.

On the homescreen, tap .

While browsing, tap • • • > **add to favorites**, and then .

Go to a favorite website

Tap • • • > **favorites** , and a website.

Tip:

You can also pin your favorite websites to the start screen. While browsing the website, tap • • • > **pin to start**.

Other available browser settings

Tap • • • > **settings**

- Website preference: switches browser view between mobile version and desktop version
- Use address bar button for: switches available feature on address bar between showing favorite list, to stop or refresh browser, or to switch between tabs
- Advance settings: to set privacy settings such as location access, cookies, and other advanced browser settings

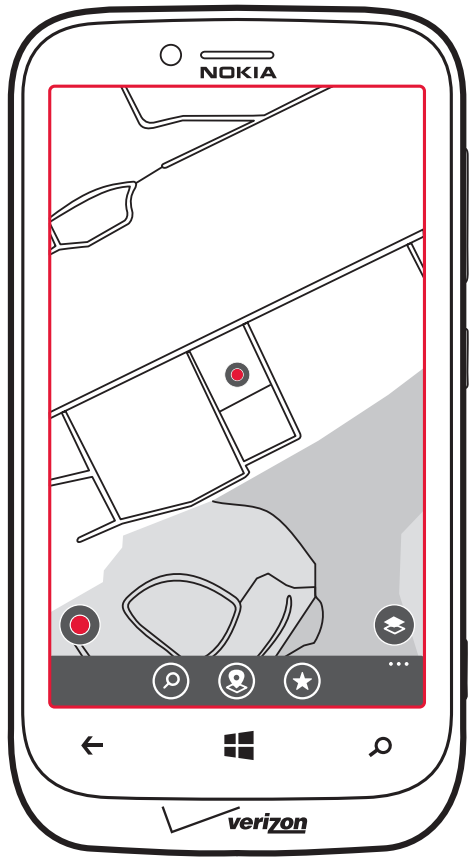
Data Sense

Use Data Sense to set limits and keep track of your cellular data usage.

1. From the start screen, swipe left and select **Data Sense**, and then **yes** to set it up.
2. Under **set data limit**, tap **Limit type** > **One time**, **Monthly**, or **Unlimited.**
3. If you select **Monthly**, select the **Monthly reset date** and choose a day of the month. Enter a **Monthly data limit**, select the type of **Units** (**MB** or **GB**), and tap .
4. If you select **One time**, enter a value in **Days until data expires**, enter a balance in **Available data**, enter the type of **Units,** and select .
5. To change values, dates, or types of limits, tap > **set limit**, and make changes.

You can also select the option **Turn off my background data when I'm near my limit** for additional limitations

Maps and Navigation



This sections explains how to:

- use location services
- use Nokia maps
- save favorite locations

Positioning and location services

About positioning methods

Your phone shows your location on the map using GPS, A-GPS, Wi-Fi, or network (Cell ID) based positioning.

A-GPS and other enhancements to GPS may require transferring small amounts of data over the cellular network. If you want to avoid data costs, for example when travelling, you can switch the mobile data connection off in your phone settings.

Wi-Fi positioning improves positioning accuracy when satellite signals are not available, especially when you are indoors or between tall buildings. If you're in a place where the use of Wi-Fi is restricted, you can switch Wi-Fi off in your phone settings.

Depending on the available positioning methods, the accuracy of positioning may vary from a few meters to several kilometers.

Switch location services on

Find out where you are using Maps, and save your location to the photos you take – let apps use your location information to offer you a wider vari-ety of services.

1. From the start screen, swipe left, and tap **Settings**.
2. Tap **location**, and switch **Location services** to **On** .

Nokia Maps

Nokia Maps shows you what is nearby, and directs you where you want to go.

You can:

- Find cities, streets, and services
- Find your way with turn-by-turn directions
- Share your location
- Save your favorite places to your phone as favorites, and pin places

to the start screen for quick access

- Sync your favorites with **maps.nokia.com**
- Write a review for a place, or take a photo and upload it for everyone to see, either on their phone or at the Nokia Maps website

Some services may not be available in all countries, and may be provided only in selected languages. The services may be network dependent. For more information, contact your network service provider.

Using services or downloading content may cause transfer of large amounts of data, which may result in data traffic costs.

Contents of digital maps may sometimes be inaccurate and incomplete. Never rely solely on the content or the service for essential communications, such as in emergencies.

Some content is generated by third parties and not Nokia. The content may be inaccurate and is subject to availability.

Important:

If you do a factory reset, Nokia Maps is removed and must be downloaded again.

See where you are on a map

If you need to get your bearings, check where you are on a map. You can also explore different cities and countries.

1. From the start screen, swipe left, and tap **Nokia Maps**.

shows where you are. If Nokia Maps can't find your location, shows your last known location.

If accurate positioning is not possible, a green halo around the location icon shows the general area you might be in. In densely populated areas, the accuracy of the estimate is better, and the green halo is not as wide.

2. To see your current or last known location, tap .

Map coverage varies by country and region.

Browse the map

Drag the map with your finger. By default, the map is oriented north.

Zoom in or out

Place two fingers on the map, and slide your fingers apart to zoom in or together to zoom out.

Tip:

To add zoom controls to the map view, tap > **settings**, and switch **Zoom controls** to **On** .

Find a location

Nokia Maps helps you find specific locations and businesses.

You must be online to search for places and locations.

1. From the start screen, swipe left, and tap **Nokia Maps** .
2. Tap , and write search words, such as a street address or place name, in the search box.
3. Select an item from the list of proposed matches.

The location is shown on the map.

Tip:

Want to see more infomation about a place? The place details view contains general info, photos, reviews, links to guides, and suggestions for nearby places. When the location is shown on the map, to see the place details view, tap the info bubble.

If no search results are found, check the spelling of your search words.

Discover nearby places

Looking for a new restaurant, hotel, or store? Nokia Maps suggests nearby places for you.

From the start screen, swipe left, and tap **Nokia Maps.**

1. Tap to find suggested places nearest to you, or browse to a point on the map.
2. Tap .
   You can see all types of suggested places on the map.
3. To find certain types of nearby places, tap , swipe to **explore**, and tap a category tile.

The nearby places in the category are shown on the map.

Tip:

Tap and hold a category tile to pin it to the start screen. This way you can quickly discover new places wherever you are.

Get directions to a place

You can get directions for walking, driving, or using public transportation using your current location or any other place as a starting point.

1. From the start screen, swipe left, and tap **Nokia Maps**.
2. Tap > **directions**.
3. If you don't want the start point to be your current location, tap **from**, and search for a starting point.
4. Tap **to**, and search for a destination.

The route is shown on the map, along with an estimation of how long it takes to get there. Tap to see the detailed directions.

Tip:

To get directions to a place, you can also tap the place on the map, or tap and hold a point on the map, and tap the info bubble. Tap **directions to here** or **directions from here**.

Tip:

You can also pin a place to the start screen for easy access. When the place is shown on the map, tap the info bubble and .

Switch between walking, driving, and public transport

In the detailed directions view, tap , , or .

Public transport routes are shown if a valid connection is found between your location and your destination. Public transport directions are available for selected regions around the world.

Tip:

Use turn-by-turn walk navigation to help you navigate to your destination on foot. Tap , and at the top of the view, tap **start navigation**. To switch between your location, next turn, and route overview, swipe left or right.

Download and update maps

Save new maps to your phone before a journey, so you can browse the maps without an internet connection when traveling.

From the start screen, swipe left, and tap **Nokia Maps**.

To download and update maps, switch Wi-Fi networking on.

1. To download new maps to your phone, tap • • • > **download maps** > **download new maps**.
2. To update existing maps on your phone, tap **update current maps**.

Delete a map

Tap • • • > **download maps** > **download new maps**. Tap and hold the map, and tap **delete**.

Change the look of the map

View the map in different modes, to highlight certain details and to help you find your way more easily.

1. From the start screen, swipe left, and tap **Nokia Maps**.
2. Tap , and select a map view, for example, **satellite**.

The available options and features may vary by region. The unavailable options are dimmed.

Check nearby events and places with Local Scout

Want to see what's going on in a given neighborhood, and explore the world around you? With Local Scout, you can check for nearby restaurants and bars, events and attractions, and shops.

Local Scout service is available in the United Staes, Australia, France, Canada, and the United Kingdom.

1. From the start screen, swipe left, and tap **Local Scout**.
2. Swipe to a category. For example, to see restaurants and bars, swipe to **eat+drink**.

To sort or filter the results, select the link below the category title.

Share the address of a place or event

Tap the item on the list, and tap .

Nokia City Lens

Discover places and interesting things to do nearby you with Nokia City Lens. The service is free of charge.

You can:

- Find places of interest
- Search for specific places such as restaurants or shops
- Get contact info and walking or driving directions to the places that interest you
- Share places with your friends

Using services or downloading content may cause transfer of large amounts of data, which may result in data traffic costs.

Some services may not be available in all countries, and may be provided only in selected languages.

Find places

Never miss an interesting place again. You can see what's around you through your camera viewfinder.

1. From the start screen, swipe left, and tap **Nokia City Lens**.
2. Tap a category such as **hotels** or **shopping**.

Show places on your surroundings

Hold your phone in landscape mode, and pan around you as if taking a photo.

The radar in the top right corner helps you quickly see where there are places near you.

Tip:

If there are many places in the same location, to view them, tap .

View places in a list

Hold your phone in portrait mode.

Search for a place

In the main view, tap , and write your search word.

Your searches are saved for future use.

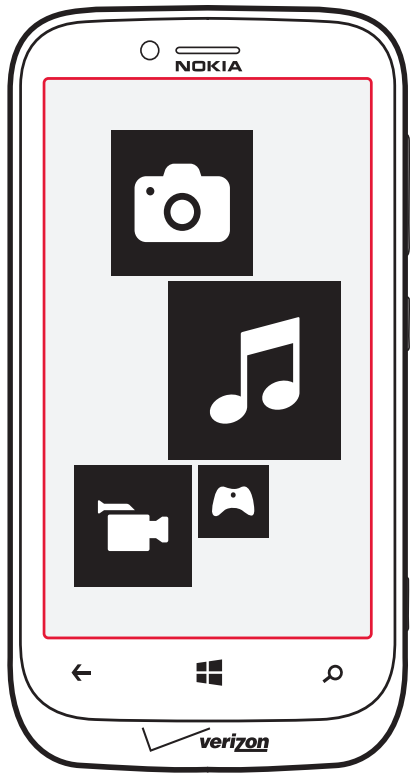
Get contact info and directions to a place

Found a nice restaurant? Get directions to the place, and call them right away to make a reservation. If you're meeting friends, it's easy to send the info to them.

From the start screen, swipe left, and tap **Nokia City Lens** and a place. To call the place, tap **phone**. To get walking or driving directions, tap **get directions**.

To send the contact info to a friend, tap and choose a method to send the info.

Entertainment



The Entertainment section includes:

- how to watch videos and listen to music
- shopping at the Store
- downloading games
- writing reviews

Music + Videos

You can use your phone to watch videos and listen to music and podcasts while on the move.

Play music, podcasts, and videos

1. From the start screen, swipe left and tap **Music+Videos**.
2. Tap **music**, **videos**, or **podcasts**.
3. To browse by category, swipe left or right.
4. Tap the song, podcast, or video you want to play.

Tip:

You can improve the quality of the sound by changing the equalizer settings. From the start screen, swipe left, and tap **Settings > audio**.

Pause and resume playback

To pause playback, tap ; to resume, tap .

Fast-forward or rewind

Tap and hold or .

Tip:

To play songs and videos in a random order, tap .

About Nokia Music

With Nokia Music on Windows phone, you can download songs on your phone and compatible computer.

From the start screen, swipe left, and tap **Nokia Music**.

For more info, go to **music.nokia.com.**

This service is not available in all countries or regions.

Nokia may use personal data for certain uses relating to this service, as detailed in the Nokia privacy policy or other applicable terms.

All intellectual property and other rights in and to the songs belong and are expressly reserved to third party licensors, such as the relevant record label or artist, author, composer, or publisher. You will only be entitled to use music downloaded or streamed from Nokia Music in accordance with the restrictions on use that apply to that particular piece of music as set out under "Rights" on the product pages of Nokia Music. Music that you purchased from other sources must be used in accordance with the terms of such purchase. You are responsible for your compliance with the applicable intellectual property and other rights in the music you use.

Downloading and streaming music and other content may involve transfer of large amounts of data through your service provider's network. For info about data transmission charges, contact your network service provider.

Tip:

Where available, use a Wi-Fi connection to download and stream music from Nokia Music.

Download music from Nokia Music

1. From the start screen, swipe left, and tap **Nokia Music**
2. Browse to the song or album you want to download.
3. Tap the price of the song or album. Some songs can only be downloaded as part of an album.
4. If asked, sign in to your Nokia account.
5. Select a payment method.

Songs are saved to your phone and automatically added to your music collection.

Listen to Mix radio

The easiest way to check out new artists and songs in different genres is to stream music from Mix radio. You can stream hand-picked mixes from different artists and genres and save them on your phone to listen to offline.

1. From the start screen, swipe left, and tap **Nokia Music > mix radio**.
2. Select what kind of music you want to listen to.
   You can listen to music while using your phone, except when making or receiving a call or using voice commands. Press volume keys anytime to control playback/pause and skipping to next song.

Tip:

Tap and hold the mix to make it available offline. You can only have a limited number of mixes offline at a time.

Skip to the next song

1. Tap . There may be some limitation on how many songs you can skip.

Tip:

To buy the current song, tap .

Sync music and videos between your phone and PC

Do you have media on your PC that you want to listen to or watch on your phone? Use a USB cable to sync music and videos between your phone and PC.

If you are using a Mac or an older version of Windows, you may need to install Windows Phone App to connect your phone to your computer. For more info, go to **www.windowsphone.com**.

1. Connect your phone to a compatible computer with a USB cable.
2. In your computer's file manager, such as Windows Explorer or Finder, drag and drop your songs and videos to your phone.

Shop at the Windows Phone Store

From the start screen, swipe left and tap **Store**.

Do you want to personalize your phone with more applications? Or download games, also free of charge? Browse the Store to find the latest content that is designed specifically for your phone.

You can download:

- Nokia collection
- apps
- games
- music
- podcasts

The selection of items available for download depends on your region. The Store is not available in all areas.

You can also find content relevant to your tastes and location, and share recommendations with friends.

To download from the Store, you need to sign in to your phone with your Microsoft account.

When you sign in, you are offered content compatible with your phone.

Some items are free of charge; others you need to pay for by credit card or by charging your phone bill. The availability of payment methods depends on your country of residence and your network service provider.

Tip:

You can search and download content directly on your phone, or browse the Store on your computer and send links to your phone in a text message.

Some items are free of charge; others can be paid for with a credit card or charged to your phone bill. The availability of payment methods depends on your country of residence and your network service provider.

Browse or search the Store

Check out the latest and most downloaded apps or games, and items recommended for you and your phone. You can browse different categories, or search for specific apps or games.

From the start screen, swipe left and tap **Store**.

View top, new, or featured items, or browse categories

Tap **applications** or **games**, and swipe left or right.

Search the Store

Tap .

When you view an item, related items are also displayed.

Tip:

To see what others have to say about an item, tap the item. You can also see a description, the price, and the size of the download.

Tip:

Did you find something in the Store that you know your friends would be interested in? You can send them a link by tapping the item and **share**.

Download a game, application, or other item

Download free games, apps, or videos, or buy more content for your phone. From the Store, you can find content designed specifically for your phone.

From the start screen, swipe left and tap **Store**.

Make sure your battery is fully charged before starting a download.

1. Tap the item.
2. If the item has a price, tap **buy**. If the item is free, tap **install**.
3. If you're not signed in to your Microsoft account, sign in now.
4. By default, purchases are added to your phone bill, if available. To pay with your credit card, on the Confirm purchase screen, tap **Change payment method** > **Add a credit card**.
5. Follow the instructions shown on the phone.
6. When the download is complete, you can open or view the item, or continue browsing for more content. The content type determines where the item is stored in your phone: music, videos, and podcasts can be found in the Music+Videos hub, games can be found in the Games hub, and apps can be found in the apps menu.

Tip:

Use a Wi-Fi connection to download larger files, such as games, apps, or videos.

For more info on an item, contact the publisher of the item.

View your download list

While an item is downloading, you can continue to browse for other content and add items to your download list.

From the start screen, swipe left and tap .

The download notification at the bottom of the main view indicates the number of items being downloaded. To view your download list, tap the notification.

One item is downloaded at a time, and pending items are shown in your download list.

Tip:

If you need to, for example, temporarily close your Wi-Fi connection, tap and hold the downloading item, and tap **pause**. To resume downloading, tap **resume**. Pause pending items individually.

If a download fails, you can re-download the item.

Write a review for an app

Do you want to share your opinion on an app with other Store users? Review and rate the app.

You can post one review per app that you download.

1. In the apps menu, tap and hold the app, and tap **rate and review**.
2. Write your review, and rate the app.

Tip:

You can rate and review your games in the same way. Tap **Games**.

Memory and storage

Learn how to manage your photos, apps and other stuff on your phone.

SkyDrive

Store your stuff in the clouds. You don't need to worry about freeing memory for your favorites or new apps.

SkyDrive is cloud storage for all your documents and photos, and the place to back up your phone, so you can always restore it if need be. You can also set it to back up your stuff automatically, so when you take a photo or a video, it's copied to your cloud album.

With SkyDrive, you can access your photos, documents, and more from your phone, tablet, or computer. Depending on the app, you can even continue working on a document right from where you left it earlier.

Tip:

You can download the SkyDrive app from the Store.

Check and increase available memory on your phone

From the start screen, swipe left, and tap **Settings > phone storage**.

To check the details of your phone memory, tap **phone**.

If you're running out of space, first check for things you no longer need:

- Text, multimedia, and mail messages
- Contact entries and details
- Apps
- Music, photos, or videos

Delete an app from your phone

You can remove installed apps that you no longer want to keep or use, to increase the amount of available memory.

1. From the start screen, swipe left to the apps menu.
2. Tap and hold the app, and tap **uninstall**. You may not be able to remove some apps.

If you remove an app, you may be able to reinstall without buying again, as long as the app is available in the Store.

If an installed app depends on a removed app, the installed app may stop working. For details, see the user guidance of the installed app.

Pin an app to the start screen

In the apps menu, tap and hold the app you want to pin, and tap **pin to start**.

Updating your app

To see if an update for you app is available, from the start screen, swipe left and tap **Store**.

1. If an update is available, you will see the number of available update on the bottom left of your screen.
2. Tap **update** and tap on the app that you want to update or tap **update all**.

Clock, Calendar, and Calculator

This sections explains how to:

- use the clock as an alarm
- create calendar entries
- make a to-do list

Set an alarm

You can use your phone as an alarm clock.

1. From the start screen, swipe left and tap **Alarms**.
2. Tap .
3. Fill in the fields, and tap .

For the alarm to sound, your phone must be switched on, and the phone volume needs to be loud enough.

Temporarily switch an alarm off

Switch the alarm to **Off** .

Snooze an alarm

When the alarm sounds, tap **snooze**. This pauses the alarm for a pre-defined length of time.

Set the time and date

1. Swipe left and select **Settings** > **date+time**, and switch **Set automatically** to **Off** .
2. Edit the time and date.

Update the time and date automatically

You can set your phone to update the time, date, and time zone automatically.

From the start screen, swipe left, and tap **Settings** > **date+time**.

Switch **Set automatically** to **On** .

Tip:

Do you want to update the time, date, and time zone manually when travelling abroad? Make sure **Set automatically** is switched to **Off** , and tap **Time zone** and a location.

Add an appointment to your calendar

From the start screen, swipe left, and tap **Calendar**.

1. Swipe to **day** or **agenda**, and tap .
2. Fill in the fields.
3. To add a reminder, tap **more details** > **Reminder.**
4. Tap .

Edit or delete an appointment

Tap and hold the appointment, and tap ● ● ● > **edit** or **delete**.

View your schedule

You can browse your calendar events in different views.

From the start screen, swipe left, and tap **Calendar.**

To switch between the calendar views, swipe left or right.

View a whole month

In the day or agenda view, tap . To go to the next or previous month, use a short swiping motion up or down on the calendar. To jump to a specific month, tap the month at the top of the screen.

View a specific day

In the day or agenda view, tap and the day.

Use multiple calendars

When you set up mail accounts on your phone, you can see the calendars from all your services in one place.

From the start screen, swipe left and tap **Calendar.**

Show or hide a calendar

Tap ● ● ● > **settings**, and switch the calendar to **On** or **Off**.

When a calendar is hidden, the calendar events and reminders are not displayed in different calendar views.

Tip:

You can change the color for each calendar. Tap ● ● ● > **settings**, and select the current color and then the new color.

Add a task to your to-do list

Do you have important tasks to handle at work, library books to return, or maybe an event you want to attend? You can add tasks (to-dos) to your calendar. If you have a particular deadline, set a reminder.

From the start screen, swipe left and tap **Calendar**, and swipe to **to-do**.

1. Tap , and fill in the fields.
2. To add a reminder, switch Reminder to **On** .
3. Tap .

Mark a task as completed

Tap and hold the task, and tap **complete**.

Edit or delete a task

Tap and hold the task, and tap **edit** or **delete**.

Use the calculator

From the start screen, swipe left, and tap **Calculator.**

To use the basic calculator, hold your phone upright. To use the scientific calculator, turn your phone on its side.

This feature is designed for personal use. Accuracy may be limited.

Office

The Office section covers how to:

- use Microsoft Office Mobile
- create and edit Office documents
- use the calculator

About Microsoft Office Mobile

From the start screen, swipe left, and tap **Office**.

Microsoft Office is your office away from the office. Wherever you are, you can create and edit Word documents and Excel workbooks, open and view PowerPoint slideshows, create notes with OneNote, and share documents with SharePoint.

Microsoft Office Mobile consists of the following:

- Microsoft Word Mobile
- Microsoft Excel Mobile
- Microsoft PowerPoint Mobile
- Microsoft SharePoint Workspace Mobile

Read Microsoft Office documents

In the Office hub, you can view Microsoft Office documents, such as Word documents, Excel workbooks, or PowerPoint presentations.

From the start screen, swipe left, and tap **Office** and select a Word, Excel, or PowerPoint file.

Create and edit a Word document

Polish your documents on the road with Microsoft Word Mobile. You can create new documents, edit existing ones, and share your work on a Sharepoint site.

From the start screen, swipe left, and tap **Office.**

Create a new document

1. Tap .
2. Select a blank Word file or a template.
3. Write your text.

4. To save your document, tap ● ● ● > **save**.
5. Give your document a name and select the saving locations, and tap **save**.

Edit a document

1. Select the Word file.
2. To edit the text, tap .
3. To save your document, tap ● ● ● > **save**.

Change the text format and color

1. Tap .
2. Tap a word. To select several words, drag the arrows at each end to expand the selection.
3. Tap , and select the formatting you want to use.

Add a comment

Tap > .

Search for text in a document

Tap the Word file and .

Send a document in a mail

Tap the Word file and ● ● ● > **share...**.

Tip:

To access an important document quickly, you can pin it to the start screen. In the Office hub, tap and hold the document, and tap **pin to start**.

Create and edit an Excel workbook

No need to travel to the office to check the latest figures. With Microsoft Excel Mobile, you can create new workbooks, edit existing ones, and share your work on a Sharepoint site.

From the start screen, swipe left, and tap **Office**, and swipe to **documents**.

Create a new workbook

1. Tap .
2. Select a blank Excel file or a template.
3. Tap a cell, and enter values or text.
4. To save your workbook, tap ● ● ● > **save**.
5. Give your document a name and select the saving locations, and tap **save**.

Edit a workbook

1. Tap the Excel file.
2. To move to another worksheet, tap and a worksheet.
3. To save your workbook, tap ● ● ● > **save**.

Apply a filter to cells

Tap ● ● ● > **apply filter**.

Change the cell and text format

Tap ● ● ● > **format cell...**.

Find data from a workbook

Tap the Excel file and .

Send a workbook in a mail

Tap the Excel file and ● ● ● > **share...**.

View and edit a PowerPoint presentation

Add the finishing touches to your presentation en route to your meeting, with Microsoft PowerPoint Mobile.

From the start screen, swipe left, and tap **Office**.

1. Tap a PowerPoint file.
2. To browse between slides, swipe left or right.
3. To go to a specific slide, tap and select slide.
4. To edit a slide, tap .
5. To save your presentation, tap ● ● ● > **save**.

Send a presentation in a mail

Tap the PowerPoint file and ● ● ● > **share...**.

Safety and Warranty

The Safety and Warranty section covers:

- Support
- Taking care of your device
- Digital Rights Management
- Batteries and chargers
- Additional safety information
- Certification information
- FDA messages
- Warranty information
- Privacy Policy
- Declaration of Conformity

Support

When you want to learn more about how to use your product or you are unsure how your phone should function, go to **www.nokia.com/support**. If your phone isn't responding do the following:

- Switch the phone off, and remove the battery. After about a minute, put the battery back in, and switch the phone on.
- Update your phone software.
- Reset your phone. This restores the factory settings, and erases all your personal content, including apps you've purchased and downloaded. See the user guide for instructions to reset your phone.

If your issue remains unsolved, contact Nokia for repair options. Before sending your phone for repair, always back up your data, as all personal data in your phone may be deleted.

For additional product support information, see the Quick Reference Guide included with your Nokia device. The full list of Terms and Conditions and the user guide are available at **www.nokia.com/support**.

Nokia Care

For questions regarding your plans, billing or network please contact your operator. For quetions regarding your product and warranty information, please visit the support pages for your country at **www.nokia.com/support**.

Nokia authorized repair centers

Find the answers to technical questions related to your phone, and the nearest authorized repair center addresses at **www.nokia.com/support**. For tips and instructions on how to take care of your phone, see your phone user guide.

Find your phone label

If you need to call Nokia Care or your service provider, you need specific information listed on your phone label. The phone label may be:

- Under the battery
- On the back cover

The label contains the model and serial numbers, as well as other important information about your phone.

To help Nokia Care promptly answer your questions, have the following information available before contacting Care services:

- The phone or accessory in question
- Phone model number
- International mobile equipment identity (IMEI), electronic serial number (ESN), or Mobile Equipment Identifier (MEID)
- Your zip code

Feature-specific instructions

This device is able to communicate with Microsoft Exchange ActiveSync enabled servers. The provision of this device to you does not grant you, and you do not receive, any rights under any Microsoft intellectual property with respect to any server software, or server device, that is accessed using this device or with respect to use of Microsoft Exchange ActiveSync apart from this device.

The personal unblocking key (PUK) code and the universal personal unblocking key (UPUK) code (8 digits) are required to change a blocked PIN code and UPIN code, respectively. The PUK2 code (8 digits) is required to change a blocked PIN2 code. These codes are not supplied with the SIM card. Contact your local service provider for the codes.

When you switch your phone on for the first time, you are asked to create your Microsoft account and set up your phone. To make an emergency call during the account and phone setup, tap emergency call.
If the battery is completely discharged, it may take several minutes before the charging indicator is displayed or before any calls can be made.

Important:

This device is designed to be used with a mini-UICC SIM card, also known as a micro-SIM card only. A micro-SIM card is smaller than the standard SIM card. Use of incompatible SIM cards may damage the card or the device, and may corrupt data stored on the card.

Note:

If you run out of battery during download, the downloaded data may be lost.

Switch the device off and disconnect the charger and any other device before removing any covers. Avoid touching electronic components while changing any covers. Always store and use the device with any covers attached.

Your service provider may have requested that certain features be disabled or not activated in your device. If so, these features will not appear on your device menu. Your device may also have customized items such as menu names, menu order, and icons.

Use only compatible memory cards with this device. Incompatible cards may damage the card and the device and corrupt data stored on the card.

Network services and costs

Your device is approved for use on the CDMA 800, 1900; WCDMA 850, 900, 1900, 2100; LTE band 13 (700Mhz); and GSM/EDGE 850, 900, 1800, 1900 MHz networks. To use the device, you need a subscription with a service provider. Using network services and downloading content to your device requires a network connection and may result in data traffic costs. Some product features require support from the network, and you may need to subscribe to them.

Take care of your device

Handle your device, battery, charger, and accessories with care. The following suggestions help you protect your warranty coverage.

- Keep the device dry. Precipitation, humidity, and all types of liquids or moisture can contain minerals that corrode electronic circuits. If your device gets wet, remove the battery, and allow the device to dry.
- Do not use or store the device in dusty or dirty areas. Moving parts and electronic components can be damaged.
- Do not store the device in high temperatures. High temperatures can shorten the life of the device, damage the battery, and warp or melt plastics.
- Do not store the device in cold temperatures. When the device warms to its normal temperature, moisture can form inside the device and damage electronic circuits.
- Do not attempt to open the device other than as instructed in the user guide.
- Unauthorized modifications may damage the device and violate regulations governing radio devices.
- Do not drop, knock, or shake the device. Rough handling can break internal circuit boards and mechanics. If you believe the battery or charger is damaged, take it to a service centre for inspection before continuing to use it.
- Only use a soft, clean, dry cloth to clean the surface of the device.
- Do not paint the device. Paint can clog moving parts and prevent proper operation.
- Switch off the device and remove the battery from time to time for optimum performance.
- Keep your device away from magnets or magnetic fields.
- To keep your important data safe, store it in at least two separate places, such as your device, memory card, or computer, or write down important information.

During extended operation, the device may feel warm. In most cases, this is normal. If you suspect the device is not working properly, take it to the nearest authorized service facility.

About Digital Rights Management

When using this device, obey all laws and respect local customs, privacy and legitimate rights of others, including copyrights. Copyright protection may prevent you from copying, modifying, or transferring pictures, music, and other content.

Content owners may use different types of digital rights management (DRM) technologies to protect their intellectual property, including copyrights. This device uses various types of DRM software to access DRM-protected content. With this device you can access content protected with PlayReady and WMDRM 10. If certain DRM software fails to protect the content, content owners may ask that such DRM software's ability to access new DRM-protected content be revoked. Revocation may also prevent renewal of such DRM-protected content already in your device. Revocation of such DRM software does not affect the use of content protected with other types of DRM or the use of non-DRM-protected content.

Digital rights management (DRM) protected content comes with an associated licence that defines your rights to use the content.

If your device has WMDRM-protected content, both the licences and the content are lost if the device memory is formatted. You may also lose the licences and the content if the files on your device become corrupted. Losing the licences or the content may limit your ability to use the same content on your device again. For more information, contact your service provider.

Batteries and chargers

Battery and charger information

Your device is intended for use with a BP-4W rechargeable battery. Nokia may make additional battery models available for this device. Always use original Nokia batteries. This device is intended for use when supplied with power from the following chargers: AC-50U. The exact Nokia charger model number may vary depending on the plug type, identified by E, X, AR, U, A, C, K, B, or N.

The battery can be charged and discharged hundreds of times, but it will eventually wear out. When the talk and standby times are noticeably shorter than normal, replace the battery.

This phone shall only be connected to CTIA certified adapters, products that bear the USB-IF logo or products that have completed the USB-IF compliance program. In addition, third-party chargers that comply with the IEC/EN 62684 standard, and that can connect to your device micro USB connector may be compatible.

Battery safety

Always switch the device off and disconnect the charger before removing the battery. When you unplug a charger or an accessory, hold and pull the plug, not the cord.

When your charger is not in use, unplug it from the electrical plug and the device. Do not leave a fully charged battery connected to a charger, as overcharging may shorten the battery's lifetime. If left unused, a fully charged battery will lose its charge over time.

Always keep the battery between 15°C and 25°C (59°F and 77°F). Extreme temperatures reduce the capacity and lifetime of the battery. A device with a hot or cold battery may not work temporarily.

Accidental short-circuiting can happen when a metallic object touches the metal strips on the battery, for example, if you carry a spare battery in your pocket. Short-circuiting may damage the battery or the connecting object.

Do not dispose of batteries in a fire as they may explode. Dispose of batteries according to local regulations. Recycle when possible. Do not dispose as household waste.

Do not dismantle, cut, open, crush, bend, puncture, or shred cells or batteries. If a battery leaks, do not let battery liquid touch skin or eyes. If this happens, immediately flush the affected areas with water, or seek medical help.

Do not modify, remanufacture, attempt to insert foreign objects into the battery, or immerse or expose it to water or other liquids. Batteries may explode if damaged.
Use the battery and charger for their intended purposes only. Improper use, or use of unapproved batteries or incompatible chargers may present a risk of fire, explosion, or other hazard, and may invalidate any approval or warranty. If you believe the battery or charger is damaged, take it to a service center for inspection before continuing to use it. Never use a damaged battery or charger. Only use the charger indoors.

Only replace the battery with a battery that is compliant with the IEEE-std-1725 standard. Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725.

Additional safety information

Make an emergency call

Make sure the phone is switched on. Check for adequate signal strength.
You may also need to do the following:

1. Insert a SIM card.
2. Deactivate call restrictions you have activated for your phone, such as call barring, fixed dialling, or closed user group.
3. Make sure airplane mode is not switched on.
4. If the phone screen and keys are locked, unlock them.
5. Press .
6. Tap .
7. Tap
   Enter the official emergency number for your present location. Emergency call numbers vary by location.
8. Tap **call**.

Give the necessary information as accurately as possible. Do not end the call until given permission to do so.

Important:

Activate both cellular and internet calls, if your phone supports internet calls. The phone may attempt to make emergency calls both through cellular networks and through your internet call service provider. Connections in all conditions cannot be guaranteed. Never rely solely on any wireless

phone for essential communications like medical emergencies.

Small children

Your device and its accessories are not toys. They may contain small parts. Keep them out of the reach of small children.

Medical devices

Operation of radio transmitting equipment, including wireless phones, may interfere with the function of inadequately protected medical devices. Consult a physician or the manufacturer of the medical device to determine whether they are adequately shielded from external radio frequency energy.

Implanted medical devices

Manufacturers of medical devices recommend a minimum separation of 15.3 centimeters (6 inches) between a wireless device and an implanted medical device, such as a pacemaker or implanted cardioverter defibrillator, to avoid potential interference with the medical device. Persons who have such devices should:

- Always keep the wireless device more than 15.3 centimeters (6 inches) from the medical device.
- Not carry the wireless device in a breast pocket.
- Hold the wireless device to the ear opposite the medical device.
- Turn the wireless device off if there is any reason to suspect that interference is taking place.
- Follow the manufacturer directions for the implanted medical device.
- If you have any questions about using your wireless device with an implanted medical device, consult your health care provider.

Accessibility solutions

Nokia is committed to making mobile phones easy to use for all individuals, including those with disabilities. For more information, visit the Nokia website at **www.nokiaaccessibility.com**.

Hearing

Some wireless devices may interfere with some hearing aids.

Warning:

When you use the headset, your ability to hear outside sounds may be affected. Do not use the headset where it can endanger your safety.

Your mobile device complies with FCC rules on hearing aid compatibility. These rules require an M3 microphone or higher. The M value of your device microphone is marked on the device sales package. To determine the M-rating of your hearing aid and compatibility with this device, consult your hearing health professional. For more information about accessibility, see **www.nokiaaccessibility.com**. To use a telecoil-equipped hearing aid with this device, activate the hearing aid (T switch) and the device telecoil. The sound quality depends on the type of your hearing aid.

Warning:

For hearing aid compatibility, you must turn off the Bluetooth connectivity.

This device has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this device that have not been tested yet for use with hearing aids. It is important to try the different features of this device thoroughly and in different locations, using your hearing aid or cochlear implant, to determine whether you hear any interfering noise. Consult your network service provider about its return and exchange policies and for information on hearing aid compatibility.

First time use

To help you take maximum advantage of your phone and services, you may receive messages from Nokia. The messages may contain tips and tricks and support. To provide the service described above, your mobile phone number, the serial number of your phone, and some identifiers of the mobile subscription may be sent to Nokia when you use the phone for the first time. This information may be used as specified in the privacy policy, available at www.nokia.com.

Nickel

The surface of this device does not contain nickel in the platings. The surface of this device contains stainless steel.

Parts of the device are magnetic. Metallic materials may be attracted to the device. Do not place credit cards or other magnetic storage media near the device, because information stored on them may be erased.

Operating environment

This device meets radio frequency exposure guidelines in the normal use position at the ear or at least 1.5 centimeter (5/8 inch) away from the body. Any carry case, belt clip, or holder for body-worn operation should not contain metal and should position the device the above-stated distance from your body. To send data files or messages requires a quality connection to the network. Data files or messages may be delayed until such a connection is available. Follow the separation distance instructions until the transmission is completed.

Vehicles

Radio signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles such as electronic fuel injection, electronic anti lock braking, electronic speed control, and air bag systems. For more information, check with the manufacturer of your vehicle or its equipment. Only qualified personnel should install the device in a vehicle.

Faulty installation or service may be dangerous and may invalidate your warranty. Check regularly that all wireless device equipment in your vehicle is mounted and operating properly. Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the device, its parts, or accessories. Remember that air bags inflate with great force. Do not place your device or accessories in the air bag deployment area.

Potentially explosive environments

Switch off your device in any area with a potentially explosive atmosphere, for example near gas pumps at service stations. Sparks in such areas could cause an explosion or fire resulting in bodily injury or death. Observe restrictions in fuel service stations, storage, and distribution areas; chemical plants; or where blasting operations are in progress. Areas with a potentially explosive atmosphere are often, but not always, clearly marked. They include areas where you would be advised to turn off your vehicle engine, below deck on boats, chemical transfer or storage facilities and where the air contains chemicals or particles such as grain, dust, or metal powders. You should check with the manufacturers of vehicles using liquefied petroleum gas (such as propane or butane) to determine if this device can be safely used in their vicinity.

Certification information (SAR)

This mobile device meets guidelines for exposure to radio waves. Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The exposure guidelines for mobile devices employ a unit of measurement known as the Specific Absorption Rate or SAR. The SAR limit stated in the ICNIRP guidelines is 2.0 watts/kilogram (W/kg) averaged over 10 grams of tissue. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The actual SAR level of an operating device can be below the maximum value because the device is designed to use only the power required to reach the network. That amount changes depending on a number of factors such as how close you are to a network base station.

The highest SAR value under the ICNIRP guidelines for use of the device at the ear is 0.79 W/kg.

Use of device accessories may result in different SAR values. SAR values may vary depending on national reporting and testing requirements and the network band. Additional SAR information may be provided under product information at **www.nokia.com**.

Your mobile device is also designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA) and Industry Canada.

These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use at the ear is 1.23 W/kg and when properly worn on the body is 1.03 W/kg.

Message from the FDA

The U.S. Food and Drug Administration (FDA) provides the following consumer information about wireless phones.

See **http://www.fda.gov/cellphones** for updated information.

Do wireless phones pose a health hazard?

The available scientific evidence does not show that any health problems are associated with using wireless phones. There is no proof, however, that wireless phones are absolutely safe. Wireless phones emit low levels of radio frequency energy (RF) in the microwave range while being used. They also emit very low levels of RF when in the stand-by mode. Whereas high levels of RF can produce health effects (by heating tissue), exposure to low level RF that does not produce heating effects causes no known adverse health effects. Many studies of low level RF exposures have not found any biological effects. Some studies have suggested that some biological effects may occur, but such findings have not been confirmed by additional research. In some cases, other researchers have had difficulty in reproducing those studies, or in determining the reasons for inconsistent results.

What is the FDA's role concerning the safety of wireless phones?

Under the law, FDA does not review the safety of radiation emitting consumer products such as wireless phones before they can be sold, as it does with new drugs or medical devices. However, the agency has authority to take action if wireless phones are shown to emit radio frequency energy (RF) at a level that is hazardous to the user. In such a case, FDA could require the manufacturers of wireless phones to notify users of the health hazard and to repair, replace or recall the phones so that the hazard no longer exists. Although the existing scientific data do not justify FDA regulatory actions, FDA has urged the wireless phone industry to take a number of steps, including the following:

- Support needed research into possible biological effects of RF of the type emitted by wireless phones;
- Design wireless phones in a way that minimizes any RF exposure to the user that is not necessary for device function;
- Cooperate in providing users of wireless phones with the best possible information on possible effects of wireless phone use on human health.

FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of RF safety to ensure coordinated efforts at the federal level.

The following agencies belong to this working group:

- National Institute for Occupational Safety and Health
- Environmental Protection Agency
- Federal Communications Commission
- Occupational Safety and Health Administration
- National Telecommunications and Information Administration

The National Institutes of Health participates in some interagency working group activities, as well.

FDA shares regulatory responsibilities for wireless phones with the Federal Communications Commission (FCC). All phones that are sold in the United States must comply with FCC safety guidelines that limit RF exposure. FCC relies on FDA and other health agencies for safety ques-

tions about wireless phones.

FCC also regulates the base stations that the wireless phone networks rely upon. While these base stations operate at higher power than the wireless phones themselves, the RF exposures that people get from these base stations are typically thousands of times lower than those they can get from wireless phones. Base stations are thus not the primary subject of the safety questions discussed in this document.

What is the FDA doing to find out more about the possible health effects of wireless phone RF?

FDA is working with the U.S. National Toxicology Program and with groups of investigators around the world to ensure that high priority animal studies are conducted to address important questions about the effects of exposure to radio frequency energy (RF). FDA has been a leading participant in the World Health Organization International Electromagnetic Fields (EMF) Project since its inception in 1996. An influential result of this work has been the development of a detailed agenda of research needs that has driven the establishment of new research programs around the world. The Project has also helped develop a series of public information documents on EMF issues. FDA and the Cellular Telecommunications & Internet Association (CTIA) have a formal Cooperative Research and Development Agreement (CRADA) to do research on wireless phone safety. FDA provides the scientific oversight, obtaining input from experts in government, industry, and academic organizations. CTIA-funded research is conducted through contracts to independent investigators. The initial research will include both laboratory studies and studies of wireless phone users. The CRADA will also include a broad assessment of additional research needs in the context of the latest research developments around the world.

What steps can I take to reduce my exposure to radio frequency energy from my wireless phone?

If there is a risk from these products - and at this point we do not know that there is - it is probably very small. But if you are concerned about avoiding even potential risks, you can take a few simple steps to minimize your exposure to radio frequency energy (RF). Since time is a key factor in how much exposure a person receives, reducing the amount of time spent using a wireless phone will reduce RF exposure.

If you must conduct extended conversations by wireless phone every day, you could place more distance between your body and the source of the RF, since the exposure level drops off dramatically with distance. For example, you could use a headset and carry the wireless phone away from your body or use a wireless phone connected to a remote antenna.

Again, the scientific data do not demonstrate that wireless phones are harmful. But if you are concerned about the RF exposure from these products, you can use measures like those described above to reduce your RF exposure from wireless phone use.

What about children using wireless phones?

The scientific evidence does not show a danger to users of wireless phones, including children and teenagers. If you want to take steps to lower exposure to radio frequency energy (RF), the measures described above would apply to children and teenagers using wireless phones. Reducing the time of wireless phone use and increasing the distance between the user and the RF source will reduce RF exposure.

Some groups sponsored by other national governments have advised that children be discouraged from using wireless phones at all. For example, the government in the United Kingdom distributed leaflets containing such a recommendation in December 2000. They noted that no evidence exists that using a wireless phone causes brain tumors or other ill effects. Their recommendation to limit wireless phone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists.

Do hands-free kits for wireless phones reduce risks from exposure to RF emissions?

Since there are no known risks from exposure to RF emissions from wireless phones, there is no reason to believe that hands-free kits reduce risks. Hands-free kits can be used with wireless phones for convenience and comfort. These systems reduce the absorption of RF energy

in the head because the phone, which is the source of the RF emissions, will not be placed against the head. On the other hand, if the phone is mounted against the waist or other part of the body during use, then that part of the body will absorb more RF energy. Wireless phones marketed in the U.S. are required to meet safety requirements regardless of whether they are used against the head or against the body. Either configuration should result in compliance with the safety limit.

Do wireless phone accessories that claim to shield the head from RF radiation work?

Since there are no known risks from exposure to RF emissions from wireless phones, there is no reason to believe that accessories that claim to shield the head from those emissions reduce risks. Some products that claim to shield the user from RF absorption use special phone cases, while others involve nothing more than a metallic accessory attached to the phone. Studies have shown that these products generally do not work as advertised. Unlike "handfree" kits, these so-called "shields" may interfere with proper operation of the phone. The phone may be forced to boost its power to compensate, leading to an increase in RF absorption. In February 2002, the Federal trade Commission (FTC) charged two companies that sold devices that claimed to protect wireless phone users from radiation with making false and unsubstantiated claims. According to FTC, these defendants lacked a reasonable basis to substantiate their claim.

How does the FCC audit cell phone RF?

After FCC grants permission for a particular cellular telephone to be marketed, FCC will occasionally conduct "post-grant" testing to determine whether production versions of the phone are being produced to conform with FCC regulatory requirements. The manufacturer of a cell phone that does not meet FCC's regulatory requirements may be required to remove the cell phone from use and to refund the purchase price or provide a replacement phone, and may be subject to civil or criminal penalties. In addition, if the cell phone presents a risk of injury to the user, FDA may also take regulatory action. The most important post-grant test, from a consumer's perspective, is testing of the RF emissions of the phone. FCC measures the Specific Absorption Rate (SAR) of the phone, following a very rigorous testing protocol. As is true for nearly any scientific measurement, there is a possibility that the test measurement may be less than or greater than the actual RF emitted by the phone. This difference between the RF test measurement and actual RF emission is because test measurements are limited by instrument accuracy, because test measurement and actual use environments are different, and other variable factors. This inherent variability is known as "measurement uncertainty." When FCC conducts post-grant testing of a cell phone, FCC takes into account any measurement uncertainty to determine whether regulatory action is appropriate. This approach ensures that when FCC takes regulatory action, it will have a sound, defensible scientific basis.

FDA scientific staff reviewed the methodology used by FCC to measure cell phone RF, and agreed it is an acceptable approach, given our current understanding of the risks presented by cellular phone RF emissions. RF emissions from cellular phones have not been shown to present a risk of injury to the user when the measured SAR is less than the safety limits set by FCC (an SAR of 1.6 w/kg). Even in a case where the maximum measurement uncertainty permitted by current measurement standards was added to the maximum permissible SAR, the resulting SAR value would be well below any level known to produce an acute effect. Consequently, FCC's approach with measurement uncertainty will not result in consumers being exposed to any known risk from the RF emitted by cellular telephones.

FDA will continue to monitor studies and literature reports concerning acute effects of cell phone RF, and concerning chronic effects of long-term exposure to cellular telephone RF (that is, the risks from using a cell phone for many years). If new information leads FDA to believe that a change to FCC's measurement policy may be appropriate, FDA will contact FCC and both agencies will work together to develop a mutually acceptable approach. Updated July 29, 2003

Message from the CTIA (The Wireless Association)

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Safety is the most important call you will ever make.

A guide to safe and responsible wireless phone use while driving

Wireless devices give consumers the freedom to stay connected with family and friends, to conduct business and to have fun virtually anytime, anywhere. But, when it comes to using wireless phones behind the wheel, it's important to remember that safety always comes first.

Drivers face many distractions in the car – from eating and drinking to playing music or talking with other passengers. The wireless industry has worked closely with the public safety community, to help educate drivers on the range of distractions they face behind the wheel as well as when it is appropriate to place or receive a wireless phone call. Educational efforts that provide practical and sound advice, rather than legislation, are the best methods to truly affect driver behavior in a positive way.

Through industry-sponsored public service announcements and outreach, drivers are reminded to, before reaching for the phone while driving, ask themselves, "Is this call necessary?" If it is necessary to use a wireless phone while driving, the wireless industry encourages drivers to follow some basic do's and don'ts to ensure that a wireless phone doesn't become a distraction.

Your wireless phone can be your best traveling partner – offering a lifeline in emergencies, helping to locate directions and keeping you connected with family and friends when necessary. In fact, wireless phones are one of the best safety tools drivers can have on the road. Every day, more than 200,000 calls are made from wireless phones to 911 or other emergency services. That's about 140 calls every minute. More Americans are using their wireless phones to report emergencies, to prevent crimes, and even to save lives.

But safety should be every driver's top priority. That means making good judgment calls about when it's appropriate to use your wireless phone. It also means keeping your eyes on the road and being cautious and courteous of other drivers. Every state has hazardous or inattentive driving laws to discourage distracted driving – no matter what the cause.

Driving Tips

If it is necessary to use a wireless device while driving, the wireless industry encourages drivers to follow some basic do's and don'ts to ensure that a wireless device doesn't become a distraction.

1. Get to know your wireless phone and its features such as speed dial and redial.
2. Position your wireless phone within easy reach.
3. Dial sensibly and assess the traffic; if possible, place calls when you are not moving.
4. Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.
5. Do not take notes or look up phone numbers while driving. Use a hands-free device for convenience and comfort.
6. Do not engage in stressful or emotional conversations that might divert your attention from the road.
7. Dial 911 or other local emergency numbers to report serious emergencies — it's free from your wireless phone!
8. Use your wireless phone to help others in emergencies.
9. Call roadside assistance or a special non-emergency wireless number when necessary.

So, play it safe and remember, with wireless, safety is your call!

For more information, please call 1-888-901-SAFE. For updates: **http://www.ctia.org/consumer_info/safety**.

NOKIA MANUFACTURER'S LIMITED WARRANTY FOR NOKIA WITH WINDOWS PHONE

This Manufacturer's Limited Warranty

("Warranty") is applicable only for authentic Nokia products with Windows Phone sold through Nokia authorized channels in the United States of America.

1. GENERAL

Nokia Inc. ("Nokia") provides this Warranty for the Nokia product(s) included in the original sales package ("Product").

Your Product is a sophisticated electronic device. Nokia strongly encourages you to read and follow its user guide. Please also note that your Product may contain parts, which can be damaged if not handled very carefully.

During the warranty period, Nokia or a Nokia authorized service center will remedy defects in materials and workmanship that result in Product failure during normal usage free of charge and in a commercially reasonable time by either repairing or replacing your Product at its option. If Nokia replaces the Product, the replacement Product will be subject to your rights set forth in this Warranty for the remaining warranty period of the original product.

2. WARRANTY PERIOD

The warranty period starts when the Product is sold to an end-user for the first time. This can be evidenced either by (i) the proof of purchase issued by the first retailer or (ii) the date Your Product has first been registered by Nokia.

Nokia warrants the items in the sales pack as follows:

(i) Twelve (12) months for the main device;

(ii) Twelve (12) months for the main device battery and accessories (i.e. chargers and headsets);

(iii) If your device came packaged with a removable memory card,

the warranty on that memory card is twenty-four (24) months; and

(iv) Three (3) months for the CD-ROM and carrying cases.

No repair or replacement will renew or extend the warranty periods.

However, original or replacement parts or replacement Products provided under this Warranty will be covered by this Warranty for the remainder of the original warranty period or for ninety (90) days from the date of repair or replacement, whichever is longer.

3. HOW TO OBTAIN YOUR WARRANTY SERVICE

For questions regarding your plans, billing, or network issues, please contact your operator. If you reside in the United States of America and want more information on how to obtain your warranty, please visit **www.nokia.com/us-en/.**

When contacting Nokia for a warranty service, please have the following information readily available:

- Your name, address, telephone number, Nokia user account details, and other contact information;
- Your Product type, name, model number, product code, and serial number, which are available from the sales package of your Product;
- Date and place of purchase, as well as the name of the retailer from whom your Product was first purchased; and
- A short description of the issue affecting your Product.

If you visit a Nokia authorized service center for assistance under this Warranty, please remember to bring along a copy of the original proof of purchase.

You must inform Nokia or a Nokia authorized service center of the issue affecting your Product within a reasonable time from noticing it and always before the applicable warranty period expires (see section 2 above).

4. WHAT THIS WARRANTY DOES NOT COVER

Nokia does not provide a warranty for the following:

- User guides;
- Any third party software, settings, content, data, or links installed or downloaded onto your Product at any time;
- Nokia and third party services or enabling clients (please read the terms and conditions that may accompany the services to review your applicable rights and obligations);
- Normal wear and tear;
- Reduced charging capacity of the battery, which is a result of the natural end of life process of batteries;
- Defects or damage caused by: (a) misuse, (b) exposure to abnormal conditions, improper storage, exposure to moisture or dampness, (b) not using your Product in accordance with the user guide, (c) using your Product with, or connecting it to, any product, accessory, software, or service not manufactured or supplied by Nokia, (d) any products combined with your Product by a third party, or (e) other acts beyond Nokia's reasonable control;
- Damage caused by hacking, cracking, viruses, or other malware, or by unauthorized access to services, accounts, computer systems or networks;
- Pixel defects in your Product's display that are within the scope of industry standards;
- Loss or corruption of, or damage to, data or the recreation or transfer thereof even if such loss was a result of a defect in the Product;
- Nokia software. For the purposes of this Warranty, all software (including updates and upgrades) that Nokia has preinstalled on the Product and which is necessary for its normal operation is considered Nokia software. Nokia does not warrant that any Nokia software (including updates and upgrades) provided with, in, or for your Product will meet your requirements, work in combination with any hardware or software not provided by Nokia, that the operation of Nokia software will be uninterrupted or error free or that any defects in the software are correctable or will be corrected.

Software (including updates and upgrades to software) is provided "as is" and "as available" without any express or implied warranties or representations of any kind, and Nokia disclaims any such warranties and representations to the fullest extent permitted by applicable law. Without limiting the generality of the foregoing, NOKIA EXPRESSLY DISCLAIMS ANY WARRANTIES OR REPRESENTATIONS OF NON INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE OF THE SOFTWARE (INCLUDING UPDATES AND UPGRADES TO SOFTWARE), OR THAT THE SOFTWARE (INCLUDING UPDATES AND UPGRADES TO SOFTWARE) IS ERROR FREE OR ITS USE UNINTERRUPTED. For Nokia software related defects, Nokia or a Nokia authorized service center will make available the latest version of the Nokia software for re-installation on your Product. Some Nokia software may be subject to separate licence terms. Please refer to **www.nokia.com** or the license terms, which apply to the Nokia software, for information on support that may be available for it. This Warranty is not valid if:

- Your Product has been (a) opened, modified, or repaired without Nokia's authorization, or (b) repaired with unauthorized spare parts. Unauthorized repair or replacement of any Parts in the Product will, to the fullest extent permitted under applicable law, void this Warranty and any of your rights set forth herein.
- Your Product's serial number, the mobile accessory date code, or the IMEI number has been re-moved, erased, defaced, altered or if these are illegible in any way.
- Your Product has been exposed to moisture, to dampness or to extreme thermal or environmental conditions or to rapid changes in such conditions, to corrosion, to oxidation, to spillage of food or liquid or to influence from chemical products.
- The software your product runs on has been modified.

5. OTHER IMPORTANT NOTICES

An independent operator provides the SIM card and the cellular or other network or system on which your Product operates. Therefore, Nokia does not assume any responsibility for the operation, availability, coverage, services, or range of the cellular or other networks or systems.

Before Nokia or a Nokia authorized service center can repair or replace your Product, the operator may need to unlock the SIM-lock or other lock that may lock your Product to a specific network or operator. In these situations, please first contact your operator and request it to unlock your Product.

All parts of your Product that Nokia has replaced become Nokia's property. When repairing or replacing your Product, Nokia may use new or re-conditioned parts or products.

If this Warranty does not cover your Product or the issue based on which it requires service, Nokia and its authorized service centers reserve the right to charge for the repair or replacement of your Product, as well as a handling fee.

Your Product may contain country specific elements, including software. The warranty services available in a particular country may be limited to the Products and country specific elements available in that country. Also, if your Product has been re-exported from its original destination to another country, your Product may contain country specific elements that are not considered a defect under this Warranty even if they would not be operational.

6. LIMITATION OF NOKIA'S LIABILITY

This Warranty is your sole and exclusive remedy against Nokia and Nokia's sole and exclusive liability with respect to defect and damage in your Product. This Warranty replaces all other Nokia warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort, or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties, or other terms as to satisfactory quality or fitness for a particular purpose. However, this Warranty shall neither exclude nor limit i) any of your legal (statutory) rights under the applicable laws or ii) any of your rights against the seller of the Product.

TO THE EXTENT PERMITTED BY APPLICABLE LAW(S), NOKIA SHALL NOT UNDER ANY CIRCUMSTANCES BE LIABLE, EITHER EXPRESSLY OR IMPLICITLY, FOR ANY DAMAGES OR LOSSES OF ANY KIND WHATSOEVER RESULTING FROM LOSS OF, DAMAGE TO, OR CORRUPTION OF, CONTENT OR DATA OR THE RECREATION OR TRANSFER THEREOF EVEN IF SUCH LOSS, DAMAGE, OR CORRUPTION WAS A RESULT OF A DEFECT IN YOUR PRODUCT AND FOR ANY LOSS OF PROFIT, PRODUCTS OR FUNCTIONALITY, BUSINESS, CONTRACTS, REVENUES OR ANTICIPATED SAVINGS, INCREASED COSTS OR EXPENSES, OR FOR ANY INDIRECT, CONSEQUENTIAL OR SPECIAL LOSS OR DAMAGE. NOKIA'S LIABILITY SHALL BE LIMITED TO THE PURCHASE VALUE OF YOUR PRODUCT. The limitations in this clause 6 shall not apply in case of Nokia's gross negligence or intentional misconduct or in case of death or personal injury resulting from Nokia's proven negligence. Please note that you should always back up all data and content (including, without limitation, any licence numbers and activation codes) stored on your Product before taking your Product in for service since service activities will erase all data from your Product.

Nokia Inc.

200 South Mathilda

Sunnyvale, California

94086

NOKIA SERVICE TERMS

Terms of Use

1. Acceptance

These Nokia Service Terms together with the Privacy Policy and all other additional terms and information that may be provided within the Service (collectively "Terms") govern your use of the service, site, content and software (collectively the "Service"). By registering for or using the Service or any portion of it you accept the Terms. The Terms constitute an agreement between you and Nokia Corporation, Keilalahdentie 2-4, 02150 Espoo, Finland including its affiliates and suppliers (collectively "Nokia"), defining your and Nokia's rights and responsibilities with respect to the Service.

2. Eligibility

To use the Service, you must be at least thirteen (13) years of age. If you

are under thirteen (13) years of age, or at least thirteen (13) years of age but a minor where you live, you must have your parent or legal guardian accept your registration on your behalf and approve your use of the Service. Anyone completing the registration must be legally competent.

3. Registration and Termination

To use a Service you may need to register and create a Nokia account with username and a password. You may need to provide us with certain personal and other information. Nokia may verify your email address before account can be used. Upon first use of your device and each time you update the Nokia device software, a text message will be sent to Nokia. The creation of a Nokia account will require data transmission. Data transmission costs may apply.

You agree to provide truthful and complete information when you register for the Service and to keep that information updated. You must take due care to protect your username and password against misuse by others and promptly notify Nokia about any misuse. You, and your parent or legal guardian if you are a minor, are personally responsible for any use of the Service.

You may terminate your registration if you no longer wish to use the Service. After termination, you will no longer have access to the Service. Nokia may terminate your registration or restrict your access to certain parts of the Service if Nokia reasonably believes that you have breached the Terms or with prior notice if you have not signed into the Service with your username in the past six (6) months.

Except as set forth in the Privacy Policy, Nokia is not responsible for any removal or loss of the information or content you have submitted to the Service. When information or content is removed from the Service by either you or Nokia, traces or copies may still remain elsewhere.

4. Licenses

Nokia grants you a non-exclusive, nontransferable license, revocable at any time at Nokia's sole discretion, to access and use the Service strictly in accordance with the Terms. Use of the Service does not grant you any intellectual property rights in or to any information or content in the Service.

As part of the Service, Nokia may provide you with content developed by Nokia or its licensors ("Content"). Nokia grants you a non-exclusive and perpetual license to use Content for the purpose it is intended, unless otherwise defined in the applicable Terms or the purchase order. Some Content may only be available to residents of certain geographical areas. You are bound by any restrictions applicable to specific Content you obtain through the Service. Any license acquired to third-party

Content is a binding agreement between you and the third-party Content provider. You have only the rights to the Content which are expressly granted here. As part of the Service, Nokia may provide you with certain software developed by Nokia or, its licensors ("Software"). Your use of Software may be subject to separate terms and conditions that you must accept before using the Software.

If there are no separate terms and conditions applicable to such Software, the following terms apply: Nokia grants to you limited, non-exclusive, non-transferable right to install and use the Software on your computer and/or mobile device. You may not copy the Software, except to make a single archival backup copy. You may not distribute, transfer the right to use, modify, translate, reproduce, resell, sublicense, rent, lease, reverse engineer, or otherwise attempt to discover the source code of or make derivative works of the Software. For open source licensed software, applicable open source license terms apply.

The Software may be subject to export controls under the U.S. Export Administration Regulations and other import or export control regulations. You agree to strictly comply with all applicable import and export-regulations and acknowledge that you have the responsibility to obtain licenses to export, re-export, transfer, or import such Software.

You may be able to submit information or content ("Material") to the Service. Nokia does not claim ownership in your Material. Your submission of Material does not transfer ownership of rights of the Material to Nokia. Nokia is only transmitting the Material and is not responsible for editorial control over it. By submitting Material to the Service you grant Nokia a worldwide, non-exclusive, sub-licensable, assignable, fully paid-up, royalty-free, perpetual and irrevocable license to use, copy, publicly perform, display, distribute in any media and modify the Material to in-

corporate the Material into other works, and to grant similar sublicenses to the extent necessary for Nokia to provide the Service. You may be able to adjust this grant in the privacy and other settings of the Service.

You are solely responsible for taking backup copies of the data you store on the Service, including Content you upload.

If the Service is discontinued or canceled, Nokia may permanently delete your data. Nokia has no obligation to return data to you after the Service is discontinued or canceled.

5. Using the Service

You agree to:

- Comply with applicable laws, the Terms and good manners;
- Use the Service only for your personal, non-commercial purposes; Not submit unlawful, offensive, inaccurate, misleading, abusive, pornographic, harassing, libelous or otherwise inappropriate Material;
- Obtain any consents, permission or licenses that may be legally required for you to submit any Material;
- Respect the privacy of others;
- Not distribute or post spam, unreasonably large files, chain letters, pyramid schemes, viruses; or
- Not use any other technologies or initiate other activities that may harm the Service, or the interest or property of the Service users;
- Not use any automated systems or means to access, acquire, copy or monitor any part of the service;
- Be responsible for the consequences related to the Material that you post.

Nokia may but has no obligation to:

- Monitor or moderate any Content or Material;
- Remove any Material from the Service; and
- Restrict access to any part of the Service at any time in its sole discretion.

6. Content

Before downloading or accessing any Content, please check whether the Content which you wish to access is restricted by age or marked as potentially 'offensive' or 'explicit'. Nokia shall not be responsible for any claims or offense caused or suffered by you accessing such Content.

You agree:

- To use the Content only for your personal, noncommercial purposes;
- To use the Content in accordance with the restrictions set out in the applicable laws, additional terms, guidelines and policies or on the product pages that apply to that particular piece of the Content;
- Not to make copies, give, sell, resell, loan, rent, offer, broadcast, send distribute, transfer, communicate to the public, reproduce, modify, display, perform, commercially exploit or make the Content available unless otherwise authorized in the applicable Terms and to advise Nokia promptly of any such unauthorized use;
- Not to remove, circumvent, reverse engineer, decrypt, or otherwise alter or interfere with any applicable usage rules or attempt to circumvent digital rights management or copy protection features associated with the Content or any other technologies used to control the access to or use of the Content or its identifying information;
- Not to use any automated systems or means, except for those provided by us, for the selection or downloading of the Content;
- Not to give out your password or otherwise allow other people to access the Content. The restrictions on copying that apply to applicable media also apply to the Content accessed as part of this Service.

The Content is owned and/or controlled by Nokia and/or its respective licensors and is protected by intellectual property laws. The third party Content provider is solely responsible for any Content it provides, any warranties to the extent that such warranties have not been disclaimed and for any claims you may have relating to that Content or your use of that Content. However, Nokia may enforce the third party Content

license terms against you as a third party beneficiary of those terms. The third party Content providers are third-party beneficiaries under these Terms and may enforce the provisions that directly concern the Content in which they have rights. Nokia may be acting as an agent for third party Content provider in providing the Content to you. Nokia is not a party to the transaction between you and the third party Content provider for such Content.

7. Allegations of Copyright Infringement

You may notify Nokia of copyright infringement on the Service by providing notice (a) by email with "Copyright Notification" in the subject line to copyright.notices@nokia. com, (b) by a document titled "Copyright Notification" mailed to Nokia,

Attn: Copyright Agent,

102 Corporate Park Drive,

White Plains, NY 10604, USA

or

(c) via the online form, if available. Your notice must:

- Identify the original copyrighted work you claim is infringed;
- Identify the content on the Service that you claim is infringing the copyrighted work.
- Please provide enough detail for Nokia to locate the allegedly infringing content on the Service; provide your contact information, including your full name, mailing address, telephone number, and email address, if available;
- Provide a statement that you have a good faith belief that the use of the content in the manner complained of is not authorized by the copyright owner, its agent, or the law;
- Provide this statement: "I swear, under penalty of perjury, that the information in this notification and complaint is accurate and that I am the copyright owner, am authorized to act on behalf of the copyright owner of an exclusive right that is infringed."; and provide your signature, as applicable.

8. Notices

Nokia may post notices within the Service. Nokia may also send you notices about products and Services to the email address or telephone number you have provided to us. You are deemed to have received such notices at the latest within seven (7) days from Nokia sending or posting those. Your continued use of the Services constitutes your receipt of all notices regardless of delivery method.

9. Fees

Your use of the Service may be or may become subject to charges. Any fees charged by Nokia will be announced separately in connection with the Service. Use of the Service may involve transmission of data through your service provider's network. Prices listed within the Service do not include possible data transmission, text message, voice or other service provision charges by your network service provider. Nokia assumes no responsibility for the payment of any charges of your service providers.

10. Order and Payment Terms

"Order" shall mean the selection of payable Content and/or subscription to Content offered by Nokia and available in the Service and submission of payment method, as well as submitting the order by selecting the "buy", "ok", "I accept" or other similar confirmation of acceptance in the order flow or providing other indication of acceptance terms that are presented to you in the order flow.

To place an Order within the Service, you must have reached the age of legal competence according to the applicable legislation. If you have not reached the age of legal competence, you may place Orders only with the prior consent of your parent or legal guardian. You agree that all Orders shall be legally valid and binding. All Orders are subject to acceptance by Nokia.

You may pay by credit or debit card, network service provider billing, or other payment methods if available. Your credit or debit card must have a billing address in the country where the Content is offered by the Service. Nokia will charge your credit card or debit your bank account within a reasonable time after you have made your Order. All credit card

payments are subject to validation checks and authorization by the card issuer.

If you choose network service provider billing, charges will appear on your mobile phone bill or be deducted from your prepaid account if it is a prepaid account. Some network service providers may subject your usage of the Service to additional terms and conditions including placing limits on the amount of charges possible with network service provider billing. Charges in excess of network service provider limits or account balance may be rejected. You agree to pay the charges related to your Order, to ensure that the instrument of payment is valid at the time of the Order, that you are the rightful holder of the instrument and that the instrument is used within its credit limits.

The Content that is delivered is licensed to you. You agree to use such Content solely as permitted in these Terms and in any additional terms that you may be presented in the order flow. The Service may offer subscriptions. You authorize the Service to place a periodical charge during the period of the subscription. The Service may also offer a trial period. If your Order involves a trial period (also known as try-and-buy), you may be charged when the trial period expires, unless you cancel in accordance with the subscription/trial terms. The prices in the Service may change from time to time. Prices include applicable taxes in effect at the time of your transaction, unless otherwise stated. There may be instances where you incur additional charges from your bank or credit card provider based on currency conversion rates used and/or additional fees assessed. Nokia assumes no responsibility for the payment of bank or any other third party service fees or charges.

11. Cancellations and Refunds

You agree to the electronic delivery of content being initiated concurrently with the placement of your Order. You will not be able to cancel your Order once it has been processed. The nature of the Content is such that it cannot be returned. In the event that after your Order you discover and promptly inform Nokia within 48 hours that (a) the Content you have ordered is faulty; (b) the Content Nokia delivers to you does not match the description of the Content you ordered via the Service; or (c) technical problems delayed or prevented delivery of your Content or accidental multiple orders caused by such technical problems, your sole and exclusive remedy with respect to such Content will be either replacement of such Content, or refund of the price paid for such Content, as determined solely by Nokia. Otherwise, no refunds are available. If you encounter any of the above issues, please contact Nokia Customer Support.

Please note that Nokia may not be able to process your customer support request if you are unable to provide your transaction ID, which is provided to you by Nokia following your Order from the Service. Nokia may only process refunds for Content where the total price is above the monetary limit stipulated in applicable local legislation.

12. Feedback to Nokia

By submitting any ideas, feedback and/or proposals ("Feedback") to Nokia through the Service or other means, you acknowledge and agree that: (1) Nokia may have similar development ideas to the Feedback; (2) your Feedback does not contain confidential or proprietary information of you or any third party; (3) Nokia is not under any obligation of confidentiality with respect to the Feedback; (4) Nokia may freely use, distribute, exploit and further develop and modify Feedback for any purpose; and (5) you are not entitled to any compensation of any kind from Nokia.

13. Social Activities and Location Sharing

You may use features in the Service to share your location, status, content, Materials or personal information or to interact with other users, sites and services. By using these features you agree that Nokia may use and provide that information to other services and persons with whom you choose to interact or share this information. Users of these services and persons, such as your contacts, may see your location, status and/or personal information. In using these features you agree not to share information, Content or Material or to link to any service or site that: (a) contains content or other material that is illegal or inappropriate; or (b) exploits intellectual property rights without authorization or encourages users to piracy. Any interaction does not involve Nokia and is solely between you and the other user(s).

14. Availability and Technical Requirements

The availability of Content and the Service may vary and is subject to Nokia's sole discretion. Nokia expressly disclaims any representation or warranty that any particular Content or Service will be available. The Service may not be available in all countries and may be provided only in selected languages. The Service, operations and some features may also be dependent on the network, compatibility of the devices used and the content formats supported.

To access the Service, you may need to download a specific piece of software developed by Nokia or by another party. Nokia may, in its sole discretion, change, correct or discontinue the Service in whole or in part. The Service may not be available during maintenance breaks and other times. To ensure you have the latest Nokia device software and applications, your device may automatically check for the availability of software updates from Nokia. If any are detected you will be prompted to approve the installation.

You may disable automatic checking for updates through settings in your device. You may also install software through available software update channels. If Nokia considers a Software update to be important or critical you may not be able to continue using the previous version of the Software or Service until you install the update. Nokia may disable any Content or Software contained in your Service account for any reason and remove any Content or Software and/or disable copies of any application on your device in order to protect the Service, application providers, wireless carriers over whose network you access the service or any other aff ected or potentially aff ected parties.

A particular service may be a pre-release version, for example a beta release, and may not work in the way a final version works. Nokia may significantly change any version of Service or Software or decide not to release a final version.

15. Links to Third Party Sites and Content

Nokia may include access to sites and services on the Internet or preloaded clients that enable you to interact with sites and services that are owned or operated by third parties and that are not part of the Service. You must review and agree to the terms and conditions of these sites or services before using these sites or services. Nokia has no control over the third party content, sites or services and assumes no responsibility for services provided or material created or published on these third-party sites or services. A link to a third-party site does not imply that Nokia endorses the site or the products or services referenced in the site.

In addition, you and other users may create content and links to content within the Service that has not otherwise been submitted to the Service. Nokia is not responsible for this type of content or links.

16. Advertisements

Service may include advertisements. Advertisements may be targeted to the content or information stored on the Service, queries made through the Service, or other information.

17. Personal Data

The Privacy Policy and any additional privacy information made available to you govern the use of your personal data.

18. Limitation of Liability

The Service is provided on "AS IS" and "AS AVAILABLE" basis.

Nokia does not warrant that the Service will be uninterrupted or error or virus-free. No warranty of any kind, either express or implied, including but not limited to warranties of title, non-infringement, merchantability, or fitness for a particular purpose, is made in relation to the availability, accuracy, reliability, information or content of the Service. You expressly agree and acknowledge that the use of the Service is at your sole risk and that you may be exposed to content from various sources. Except for liability for death or personal injury caused by its gross negligence or intentional misconduct, Nokia is not liable for any direct damages caused by your use or inability to use the Service. In no case will Nokia be liable for any indirect, incidental, punitive or consequential damages resulting from your use or inability to use the Service.

19. Indemnification

You agree to defend and indemnify Nokia from and against all third party claims and all liabilities, assessments, losses, costs or damages resulting from or arising out of (i) your breach of the Terms, (ii) your

infringement or violation of any intellectual property rights, other rights or privacy of a third party, or (iii) misuse of the Service by a third party where the misuse was made possible by your failure to take reasonable measures to protect your username and password against misuse.

20. Miscellaneous

20.1 Choice of Law

The Terms are governed by the laws of Finland without regard to its conflicts of law provisions.

20.2 Validity

The Terms neither exclude nor limit any of your mandatory rights in your country of residence that cannot by law be waived. If a provision of the Terms is found to be invalid, the remaining provisions will not be affected and the invalid provision will be replaced with a valid provision that comes closest to the result and purpose of the Terms. In the event one or more provisions of these Terms are not relevant to your use of the Service, it shall not impact the validity or enforceability of any other provision of the Terms or the Terms as a whole. If there is any conflict between these Nokia Service Terms and the Privacy Policy, the provisions of these Nokia Service Terms prevail. The provisions of the Terms that are intended to survive termination of your registration remain valid after termination.

20.3 Changes in Terms

Nokia may modify the Terms at any time without prior notice. If the Terms are changed in a material, adverse way, Nokia will provide a separate notice advising of the change.

You are responsible for regularly reviewing the Terms. Your continued use of the Service constitutes your consent to any changes and modification.

21. Intellectual Property

The Service, Content and Software are protected under international copyright laws. Nokia claims copyrights in its Service, Content, and Software to the maximum extent of the law. Subject to the Terms, Nokia retains all right, title and interest in the Service, its Content, the Software and in all other Nokia products, software and other properties provided to you or used by you through the Service.

22. Assignment

Nokia may assign its rights and obligations under these Terms to its corporate parent, its subsidiaries, or to any company under common control with Nokia. Additionally, Nokia may assign its rights and obligations under these Terms to a third party in connection with a merger, acquisition, sale of assets, by operation of law or otherwise.

WE CARE ABOUT YOUR PRIVACY

Nokia is committed to protecting your privacy and to complying with applicable data protection and privacy laws.

This Privacy Policy (“Policy”) explains how we process personal data. Throughout this Policy the term “personal data” means information relating to an identified or identifiable individual (i.e. a natural person). “Nokia” refers to Nokia Corporation, including its affiliates (also referred to as “we”, “us”, or “our”). This Policy applies for processing of your personal data where Nokia is the data controller or where we refer to the applicability of this Policy.

We may provide additional privacy information in connection with our products and services through service descriptions and other notices. Such information prevails over this Policy to the extent of any conflict. Third party services installed on your device may allow access to information available on your device. Our products or services may contain links to other companies’ websites and services that have privacy policies of their own. We recommend that you read the privacy policies of such third party services. Nokia is not responsible for the privacy practices or contents of any such third party services.

By using this website and/or by submitting personal data to Nokia, you agree to the processing of your personal data as explained in this Policy. If you do not agree with this Policy, please do not use this website or provide Nokia with your personal data.

What Data Do We Collect?

We collect your personal data typically when you make a purchase, use or register into our products and services, take part in a campaign or otherwise interact with us. Below are examples of the categories of data we collect.

- Your use of our products and services. When you use our products and services your IP address, access times, the website you linked from, pages you visit, the links you use, the content you viewed and other such information your browser provides us with is automatically collected by Nokia. Some of our mobile services may collect your unique mobile device identifi ers, subscriber identity information, network service provider specific identifi ers, network settings and other such information. When you use our products and services or otherwise interact with us over telecommunications networks, certain additional information, such as your mobile subscription number, may be transmitted to us by your mobile network provider.
- Information you provide us with. We may ask you to provide us with information such as your name, email address, street address, user names and passwords, your consents, preferences and feedback, information relating to your devices, age, gender, postal code and language preferences. Please note that certain non-identifiable information collected from you may become personally identifiable when you provide us with your personal data. We may also obtain, in accordance with applicable law, some personal data from list-rental companies and other such publicly available sources. Some of our services may allow you to submit information about other people, for example, if you make an order for a product that you wish us to send directly to another recipient.
- Your transactions with us. We collect information relating to your purchase and use of our products and services and your other interactions with us. Such information may include details of the queries or requests you have made, the products and services provided, delivery details, bank account number, credit card details, billing address, credit checks and other such financial information, details of agreements between you and Nokia, records of contacts and communications, information and details relating to the content you have provided us with and other such transactional information. We may, in accordance with applicable law, record your communication with our customer care or with other such contact points.
- Location data. Nokia's location based services and features may use satellite, Wi-Fi or other network based location data, for example your IP address. Assisted positioning methods of the device, for example Assisted GPS, provide you with faster and more accurate location data. Use of assisted positioning methods may involve exchanging your location data, wireless network identifiers along with your unique device or network service provider identifiers with a location server. Nokia processes this information anonymously. Depending on your positioning settings and your use of location services of other service providers your device may connect to other service providers' servers, which are not controlled or operated by Nokia. We recommend you to check the privacy policies of such service providers to understand how they process your location data. You can modify the positioning settings of your device from the device settings, for example change or disable positioning methods or location servers or modify the accuracy of your location data. Nokia offers various location based services and features that may require the use of your location data. For example when you make a location based search, use location enhanced weather features or request for map data, your location data may be sent to Nokia to serve you with the right content. This may also include location based advertising. Some location based services may allow you to associate your personal data with your location. To learn more about available location based services and features, please refer to instructions and other support material for our products and services.

Why Do We Process Personal Data?

Nokia may process your personal data for the following purposes. Please note that one or more purposes may apply simultaneously.

- Providing products and services. We may use your personal data to provide you with our products and services, to process your order

or as otherwise may be necessary to perform the contract between you and Nokia, to ensure the functionality and security of our products and services, to identify you as well as to prevent and investigate fraud and other misuses.

- Developing products and services. We may use your personal data to develop our products and services. However, for the most part we only use aggregate and statistical information for such purposes. We may combine personal data collected in connection with your use of a particular Nokia product and/or service with other personal data we may hold about you, unless such personal data was collected for a different purpose.
- Communicating with you. We may use your personal data to communicate with you, for example to send you critical alerts and other such notices relating to our products and/or services and to contact you for consumer care related purposes.
- Marketing and making recommendations. We may use your personal data to personalize our offering and to provide you with more relevant services, for example, to make recommendations and to display customized content and advertising in our services. This may include displaying Nokia and third party content. We may use your personal data for direct marketing or research purposes, for example, to conduct market research and we may, in accordance with applicable law, contact you to inform you of new products,services or promotions we may offer.
- First use of your Nokia. device. Depending on your device, a Nokia account may be created for you or you may need to sign in with your existing Nokia account when you first use your device. In the activation process your username, email address, mobile number, unique mobile device identifier and subscriber identity information will be sent to Nokia and we may associate this information with your Nokia account. This combined information may be used to activate your warranty and certain software licenses and to send you personalized messages, for example emails, text and other messages. These messages may include information about Nokia's products and services, such as tips and commercial offers. You may unsubscribe from these messages at any time for example by following the information in the message you receive after taking your device into use, instructions in the device or in the messages, through available profile management tools or contacting Nokia customer care.

The collected information may also be used to display personalized content as well as to improve Nokia's products and services. The above information may also apply in case you update the software of your device.

Do We Share Personal Data?

We do not sell, lease, rent or otherwise disclose your personal data to third parties unless otherwise stated below.

- Your consent and social sharing services. We may share your personal data if we have your consent to do so. Some services may allow you to share your personal data with other users of the service or with other services and their users. Please consider carefully before disclosing any personal data or other information that might be accessible to other users.
- Nokia companies and authorized third parties. We may share your personal data with other Nokia companies or authorized third parties who process personal data for Nokia for the purposes described in this Policy. This may include for example billing through your network service provider or otherwise, delivery of your purchases, providing services including customer service, managing and analyzing consumer data, credit checks, conducting market research and managing marketing and other such campaigns.
- When you purchase a Nokia product from us with a network service provider plan, we may need to exchange information with your network service provider to provide you with such service. We may conduct joint marketing and other communications with our partners, for example your mobile operator. To avoid duplicate or unnecessary communications and to tailor the message to you we may need to match information that Nokia has collected with information that the partner has collected where this is permitted by law. These authorized third parties are not permitted to use

your personal data for any other purposes. We require them to act consistently with this Policy and to use appropriate security measures to protect your personal data.

- International transfers of personal data. Our products and services may be provided using resources and servers located in various countries around the world. Therefore your personal data may be transferred across international borders outside the country where you use our services. In such cases we take steps to ensure that there is a legal basis for such a transfer and that adequate protection for your personal data is provided as required by applicable law, for example, by using standard agreements approved by relevant authorities (where necessary) and by requiring the use of other appropriate technical and organizational information security measures.
- Mandatory disclosures. We may be obligated by mandatory law to disclose your personal data to certain authorities or other third parties, for example, to law enforcement agencies in the countries where we or third parties acting on our behalf operate. We may also disclose and otherwise process your personal data in accordance with applicable law to defend Nokia's legitimate interests, for example, in civil or criminal legal proceedings.
- Mergers and Acquisitions. If we decide to sell, buy, merge or otherwise reorganize our businesses in certain countries, this may involve us dclosing personal data to prospective or actual purchasers and their advisers, or receiving personal data from sellers and their advisers.

How Do We Address The Privacy of Children?

Nokia products and services are typically intended for general audiences. Nokia does not knowingly collect information of children without the consent of their parents or guardians. Nokia publishes safety guidelines for using internet services in our websites.

How Do We Address Data Quality?

We take reasonable steps to keep the personal data we possess accurate and to delete incorrect or unnecessary personal data. As certain Nokia products and services may allow you to manage your profile, we encourage you to access your personal data from time to time to ensure that it is correct.

Please remember that in case of any changes it is your responsibility to update the personal data you have provided us with.

What Steps Are Taken To Safeguard Personal Data?

Privacy and security are key considerations in the creation and delivery of our products and services. We have assigned specific responsibilities to address privacy and security related matters. We enforce our internal policies and guidelines through an appropriate selection of activities, including proactive and reactive risk management, security engineering, training and assessments. We take appropriate steps to address online security, physical security, risk of data loss and other such risks taking into consideration the risk represented by the processing and the nature of the data being protected. Also, we limit access to our databases containing personal data to authorized persons having a justified need to access such information.

How Do We Use Cookies and Web Beacons?

Cookies are small text files that are sent to your computer by a web server. We use cookies to provide benefits to you.

Session cookies remember the previous activity performed by you, for example an item you placed in a shopping cart.

Persistent cookies are used to save your preferences over multiple sessions, for example personalization of settings on our websites. Cookies may be used to display targeted ads and recommendations, for example to eliminate showing the same ads to you multiple times or showing ads that we think are of interest to you based on your past actions on our website. Cookies are also used to determine the effectiveness of our promotions and advertising campaigns and to improve our products and services.

Nokia may use web beacons (or "pixel tags") in connection with some of our websites. However, we do not use them to identify individual users personally. Web beacons are typically graphic images that are placed on

a website and they are used to count visitors to a website and/or to access certain cookies. This information is used to improve our services. Web beacons do not typically collect any other information than what your browser provides us with as a standard part of any internet communication. If you turn off cookies, the web beacon will no longer be able to track your specific activity. The web beacon may, however, continue to collect information about visits from your IP address.

Some Nokia websites or applications may utilize so called locally stored objects, such as Flash local shared objects ("Flash cookies") or HTML5 Web Storage. Locally stored objects are used for similar purposes as cookies but typically may contain a greater amount and different types of data than browser cookies. For example, in Flash you can use the Flash Player Settings Manager to control the storage of local shared objects, including disabling the local shared object for certain websites only or disabling the storage of local shared objects completely for all websites.

Some Nokia websites use third party advertising technologies, such as DoubleClick, to serve ads. DoubleClick uses a cookie to collect information about your visits to Nokia and third party websites. This information will be used to serve ads on Nokia and third party websites. The collected information will not be directly personally identifi able nor will DoubleClick share the information with third parties. You may choose to disable the DoubleClick cookie at any time by using DoubleClick opt-out cookie. You may also go to **networkadvertising.org** to install an opt-out cookie.

Most browsers allow you to disable or allow the use of cookies. You may also delete the cookies on your computer if your browser so permits. If you disable cookies, you may not be able to use certain parts of our services and you may need to re-install the opt-out cookie.

What Are Your Rights?

You have a right to know what personal data we hold about you. You have a right to have incomplete, incorrect, unnecessary or outdated personal data deleted or updated. You have a right to request that we stop processing your personal data for direct marketing or market research purposes.

However, if you opt-out from marketing and other communications from Nokia, we may still send you critical alerts pertaining to our products and services or contact you for these purposes.

You may exercise your rights by contacting us through the contact points referred to below. In some cases, especially if you wish us to delete or stop processing your personal data, this may also mean that we may not be able to continue to provide the services to you. Please note that Nokia may need to identify you and to ask for additional information in order to be able to fulfill your request. Please also note that applicable law may contain restrictions and other provisions that relate to your rights.

We encourage you to use available profile management tools, for example Nokia account for the above purposes as such tools often provide you with direct access to your personal data and allow you to eff ectively manage it.

Who Is The Controller of Your Personal Data?

Nokia Corporation of Keilalahdentie 4, 02150 Espoo, Finland is the controller of your personal data. In addition, the Nokia affiliate providing the product or service may be a controller of your personal data. You may find the identity of the controller and its contact details by reviewing the terms and conditions of such a product or service or by using contact information provided in the applicable Nokia websites.

In matters pertaining to Nokia's privacy practices you may also contact us at:

Nokia Corporation
c/o Privacy
Keilalahdentie 4
02150 Espoo, Finland

US Safe Harbor Privacy Framework
Nokia Inc.,
102 Corporate Park Drive
White Plains, NY 10604 USA.

USA adheres to the EU-US/Swiss-US Safe Harbor Privacy Principles of Notice, Choice, Onward Transfer, Security, Data Integrity, Access and Enforcement, and is registered with the U.S. Department of Commerce's Safe Harbor Program. If you have questions or concerns about Nokia's participation in the Safe Harbor Framework, please contact:

Nokia Inc.,
102 Corporate Park Drive,
White Plains, NY 10604 USA.

Attention: Legal Director, North America.

If you believe Nokia Inc. has not satisfactorily addressed your data privacy concerns, you may contact the EU Data Protection Panel at:

Data Protection Panel Secretariat,
Rue de Luxembourg 46 (01/126)
B-1000 Brussels, BELGIUM

or by visiting **circa.europa.eu/Public/irc/secureida/safeharbor/home**.

Changes to This Privacy Policy

Nokia may from time to time change this Policy or change, modify or withdraw access to this site at any time with or without notice. However, if this Policy is changed in a material, adverse way, Nokia will post a notice advising of such change at the beginning of this Policy and on this site's home page for 30 days. We recommend that you revisit this Policy from time to time to learn of any such changes to this Policy.

DECLARATION OF CONFORMITY

CE 0168 ⓘ

Hereby, NOKIA CORPORATION declares that this RM-845 product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration of Conformity can be found at **www.nokia.com/global/declaration**.

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The availability of some features may vary by region. Please contact your operator for more details.

This device may contain commodities, technology or software subject to export laws and regulations from the US and other countries. Diversion contrary to law is prohibited.

All intellectual property and other rights in and to the songs belong and are expressly reserved to third party licensors, such as the relevant record label or artist, author, composer, or publisher. You will only be entitled to use music downloaded from Nokia Music in accordance with the restrictions on use that apply to that particular piece of music as set out under “Rights” on the product pages of Nokia Music. Music that you purchased from other sources must be used in accordance with the terms of such purchase. You are responsible for your compliance with the applicable intellectual property and other rights in the music you use.

The availability of Nokia services may vary by region.

The ‘Qi’ symbol is a trademark of the Wireless Power Consortium.

You can use USB charging when a wall outlet is not available. Data can be transferred while charging the device. The efficiency of USB charging power varies significantly, and it may take a long time for charging to start and the device to start functioning.

Do not connect products that create an output signal, as this may damage the device. Do not connect any voltage source to the audio connector. If you connect an external device or headset, other than those approved for use with this device, to the audio connector, pay special attention to volume levels.

Using services or downloading content may cause transfer of large amounts of data, which may result in data traffic costs.

The social networking services are thirdparty services and not provided by Nokia. Check the privacy settings of the social networking service you are using as you may share info with a large group of people. The terms of use of the social networking service apply to sharing info on that service. Familiarize yourself with the terms of use and the privacy practices of that service.

Airplane mode closes connections to the mobile network and switches your phone’s wireless features off. NFC is not switched off. Comply with the instructions and safety requirements given by, for example, an airline, and any applicable laws and regulations. Where allowed, you can connect to a Wi-Fi network to, for example, browse the internet or switch Bluetooth on in airplane mode.

Contents of digital maps may sometimes be inaccurate and incomplete. Never rely solely on the content or the service for essential communications, such as in emergencies.

The availability, accuracy and completeness of the location info depend on, for example, your location, surroundings, and third party sources, and may be limited. Location info may not be available, for example, inside buildings or underground. For privacy info related to positioning methods, see the Nokia Privacy Policy.

Important:

Use encryption to increase the security of your Wi-Fi connection. Using encryption reduces the risk of others accessing your data.

Important:

Before sharing your location, always consider carefully with whom you are sharing. Check the privacy settings of the social networking service you are using, as you might share your location with a large group of people.

FCC/M□□□□□ NOTICE

□□is device complies wit□ part 15 o□t□e FCC rules. □ peration is su□□ect to t□e □bllowin□ two conditions: (1)□□is device ma□ not cause □arm□ul inter□erence, and (2)t□is device must accept an□ inter□erence received, includin□ inter□erence t□at ma□ cause undesired operation. Any c□an□es or modi□ications not e□pressl□ approved by □okia could void t□e user□s aut□orit□ to operate t□is e□uipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:peration is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by Nokia could void the user's authority to operate this equipment.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Always return your used electronic products, batteries, and packaging materials to dedicated collection points. This way you help prevent uncontrolled garbage disposal and promote the recycling of materials. Check how to recycle your Nokia products at www.nokia.com/recycling.

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